Ofcom; Business Postal Tracker
Table PTARG1

	Weighting matrix		
	Achieved	Required	Factor
Significance Level: 95%	a	b	*c
Total	403	100.000	0.2481
North 0-9 Employees	61	19.000	0.3115
	15.136%	*19.000%*	*125.52%*
North 10+ Employees	23	1.000	0.0435
	5.707%	*1.000%*	*17.522%*
	b		
Mids 0-9 Employees	56	23.000	0.4107
	13.896%	*23.000%*	*165.52%*
		a	
Mids 10+ Employees	24	1.000	0.0417
	5.955%	*1.000%*	*16.792%*
	b		
South 0-9 Employees	69	41.000	0.5942
	17.122%	*41.000%*	*239.46%*
		a	
South 10+ Employees	22	1.000	0.0455
	5.459%	*1.000%*	*18.318%*
Wal/Sco/NI 0-9 Employees	111	13.000	0.1171
	27.543%	*13.000%*	*47.198%*
	b		
Wal/Sco/NI 10+ Employees	37	1.000	0.0270
	9.181%	*1.000%*	*10.892%*
	b		
Columns Tested: a,b,c			

	Weighting matrix		
	Achieved	Required	Factor
Significance Level: 95%	a	b	*c
Total	400	100.000	0.2500
North 0-9 Employees	63	19.000	0.3016
	15.750%	*19.000%*	*120.63%*
North 10+ Employees	18	1.000	0.0556
	4.500%	*1.000%*	*22.222%*
Mids 0-9 Employees	56	23.000	0.4107
	14.000%	*23.000%*	*164.29%*
		a	
Mids 10+ Employees	20	1.000	0.0500
	5.000%	*1.000%*	*20.000%*
South 0-9 Employees	61	41.000	0.6721
	15.250%	*41.000%*	*268.85%*
		a	
South 10+ Employees	20	1.000	0.0500
	5.000%	*1.000%*	*20.000%*
Wal/Sco/NI 0-9 Employees	120	13.000	0.1083
	30.000%	*13.000%*	*43.333%*
	b		
Wal/Sco/NI 10+ Employees	42	1.000	0.0238
	10.500%	*1.000%*	*9.524%*
	b		
Columns Tested: a,b,c			

	Weighting matrix		
	Achieved	Required	Factor
Significance Level: 95%	a	b	*c
Total	397	100.000	0.2519
North 0-9 Employees	61	19.000	0.3115
	15.365%	*19.000%*	*123.66%*
North 10+ Employees	17	1.000	0.0588
	4.282%	*1.000%*	*23.353%*
Mids 0-9 Employees	62	23.000	0.3710
	15.617%	*23.000%*	*147.27%*
Mids 10+ Employees	21	1.000	0.0476
	5.290%	*1.000%*	*18.905%*
South 0-9 Employees	69	41.000	0.5942
	17.380%	*41.000%*	*235.90%*
		a	
South 10+ Employees	11	1.000	0.0909
	2.771%	*1.000%*	*36.091%*
Wal/Sco/NI 0-9 Employees	119	13.000	0.1092
	29.975%	*13.000%*	*43.370%*
	b		
Wal/Sco/NI 10+ Employees	37	1.000	0.0270
	9.320%	*1.000%*	*10.730%*
	b		
Columns Tested: a,b,c			

Ofcom; Business Postal Tracker
Table 1

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1200	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	1200	72	123	134	70	86	188	182	93	84	57	61	50	1032
Agriculture, hunting and forestry	119	9	8	-	14	10	8	25	10	11	9	9	6	94
	10%	13%	7%	-%	19%	12%	4%	14%	10%	13%	16%	15%	12%	9%
		cf	c		bcfm	c		cf	c	cf	bcfm	bcfm	cf	c
Fishing	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
											m			
Mining and quarrying	4	-	-	-	-	-	2	-	2	-	-	-	-	4
	*%	-%	-%	-%	-%	-%	1%	-%	2%	-%	-%	-%	-%	*%
Manufacturing	99	12	14	3	2	5	13	15	13	11	3	4	5	88
	8%	16%	11%	2%	3%	6%	7%	8%	14%	13%	4%	6%	11%	9%
		cdejkm	cdj						cdjk	cdj			cdj	
Electricity / Gas / Water supply	16	2	*	-	1	1	5	3	-	1	2	*	*	14
	1%	3%	*%	-%	2%	1%	3%	1%	-%	1%	3%	1%	1%	1%
Construction	89	2	11	10	9	9	11	8	9	3	6	7	3	73
	7%	3%	9%	8%	12%	11%	6%	5%	10%	3%	10%	12%	6%	7%
					ai							aim		
Wholesale and retail trade: repair of motor vehicles / motor cycles	309	17	34	25	15	24	58	50	25	19	12	13	14	270
	26%	24%	28%	19%	22%	28%	31%	28%	27%	23%	21%	22%	28%	26%
Hotels and restaurants	72	5	2	5	4	5	13	17	2	10	2	6	1	63
	6%	7%	1%	4%	5%	6%	7%	10%	2%	12%	3%	10%	2%	6%
								bhjl		bhjlm		bhjl		
Transportation storage and communication	35	3	3	3	2	3	7	2	3	1	3	3	1	29
	3%	5%	3%	2%	4%	3%	4%	1%	4%	2%	5%	5%	1%	3%
Financial intermediation and insurance	59	3	5	10	6	3	7	10	1	6	2	2	3	52
	5%	5%	4%	7%	9%	3%	4%	5%	2%	7%	3%	4%	6%	5%
					h									
Real estate, rental and business	186	5	24	53	3	11	30	22	12	9	6	6	6	167
	15%	7%	20%	39%	4%	12%	16%	12%	13%	11%	11%	10%	13%	16%
			adkabdefgh				d						d	dk
				ijklm										
Public administration and defence	3	-	*	-	*	-	-	-	*	1	*	*	*	2
	*%	-%	*%	-%	1%	-%	-%	-%	*%	1%	*%	*%	1%	*%
Educational services	12	*	2	*	2	2	1	-	1	2	*	*	1	10
	1%	*%	2%	*%	2%	2%	1%	-%	1%	2%	1%	1%	3%	1%
Healthcare and social work	52	*	4	5	3	4	16	5	3	-	4	3	4	41
	4%	*%	3%	4%	4%	5%	9%	3%	4%	-%	8%	5%	7%	4%
						i	aim				aim	i	ai	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Other community, social and personal service activities	**103**	9	5	15	8	6	7	20	10	5	7	5	5	86
	9%	*13%*	*4%*	*11%*	*11%*	*7%*	*4%*	*11%*	*11%*	*6%*	*12%*	*9%*	*9%*	*8%*
		bf									**bf**			
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**42**	3	9	5	1	3	8	5	2	4	1	1	-	40
	3%	*5%*	*8%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*	*1%*	*1%*	*-%*	*4%*
		l	**jkl**	l		l	l	l		l				l

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Agriculture, hunting and forestry	119 *10%*	119 *100%* bdefg	- -%	- -%	- -%	- -%	- -%	- -%	118 *10%* be	* *1%*	* *3%*	* *2%*	1 *2%*	9 *2%*	110 *18%* a
Fishing	1 *%*	1 *%*	- -%	- -%	- -%	- -%	- -%	- -%	* *%*	* *%*	- -%	- -%	* *%*	- -%	1 *%*
Mining and quarrying	4 *%*	- -%	4 *4%* aeg	- -%	- -%	- -%	- -%	- -%	4 *%*	- -%	- -%	- -%	- -%	2 *%*	2 *%*
Manufacturing	99 *8%*	- -%	99 *96%* adefg	- -%	- -%	- -%	- -%	- -%	92 *8%*	5 *15%* a	2 *19%* a	1 *13%*	7 *15%* a	61 *11%* b	39 *6%*
Electricity / Gas / Water supply	16 *1%*	- -%	- -%	16 *100%*	- -%	- -%	- -%	- -%	16 *1%*	1 *2%*	- -%	- -%	1 *1%*	9 *2%*	7 *1%*
Construction	89 *7%*	- -%	- -%	- -%	89 *100%* abefg	- -%	- -%	- -%	85 *7%*	3 *11%* c	* *1%*	* *5%*	4 *8%*	41 *7%*	48 *8%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	309 *26%*	- -%	- -%	- -%	- -%	309 *100%* abdfg	- -%	- -%	301 *26%* bce	5 *18%*	1 *14%*	2 *22%*	8 *18%*	149 *26%*	160 *26%*
Hotels and restaurants	72 *6%*	- -%	- -%	- -%	- -%	- -%	- -%	72 *16%* abdef	69 *6%*	2 *8%*	1 *6%*	1 *7%*	4 *7%*	26 *4%*	46 *7%* a
Transportation storage and communication	35 *3%*	- -%	- -%	- -%	- -%	- -%	- -%	35 *8%* abdef	33 *3%*	1 *4%*	* *2%*	* *2%*	2 *3%*	11 *2%*	24 *4%*
Financial intermediation and insurance	59 *5%*	- -%	- -%	- -%	- -%	- -%	59 *100%* abdeg	- -%	58 *5%*	1 *4%*	- -%	- -%	1 *3%*	40 *7%* b	19 *3%*
Real estate, rental and business	186 *15%*	- -%	- -%	- -%	- -%	- -%	- -%	186 *40%* abdef	181 *16%* be	2 *6%*	2 *17%* b	1 *16%* b	5 *10%*	120 *21%* b	66 *11%*
Public administration and defence	3 *%*	- -%	- -%	- -%	- -%	- -%	- -%	3 *1%*	2 *%*	* *1%*	1 *6%* ab	* *4%* a	1 *2%* a	3 *%*	* *%*
Educational services	12 *1%*	- -%	- -%	- -%	- -%	- -%	- -%	12 *3%* e	7 *1%*	2 *8%* a	1 *14%* a	1 *16%* a	5 *11%* a	6 *1%*	5 *1%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Healthcare and social work	**52**	-	-	-	-	-	-	52	47	3	1	*	5	28	23
	4%	-%	-%	-%	-%	-%	-%	*11%*	*4%*	*11%*	*10%*	*6%*	*10%*	*5%*	*4%*
								abdef		a	a		a		
Other community, social and personal service activities	**103**	-	-	-	-	-	-	103	100	2	1	*	3	51	52
	9%	-%	-%	-%	-%	-%	-%	*22%*	*9%*	*7%*	*9%*	*3%*	*7%*	*9%*	*8%*
								abdef							
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**42**	-	-	-	-	-	-	-	40	1	-	*	2	21	21
	3%	-%	-%	-%	-%	-%	-%	-%	*3%*	*5%*	-%	*4%*	*4%*	*4%*	*3%*

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

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Agriculture, hunting and forestry	119	52	2	9	*	111	8	53	58	8	78	29	7	1	3	*	-
	10%	9%	4%	14%	5%	12%	3%	16%	9%	3%	11%	14%	5%	2%	8%	1%	-%
				b		b		bc	c		cdf	cdf					
Fishing	1	-	-	-	-	*	*	-	*	*	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%	*%	-%	1%	-%	-%	-%
														a			
Mining and quarrying	4	2	-	-	-	4	-	-	4	-	4	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%
Manufacturing	99	52	6	4	2	60	40	21	39	40	54	21	9	6	5	1	-
	8%	9%	11%	6%	29%	6%	16%	6%	6%	16%	8%	10%	7%	10%	16%	4%	-%
							a			ab					ac		
Electricity / Gas / Water supply	16	13	-	1	-	16	*	4	12	*	12	3	1	-	-	-	-
	1%	2%	-%	1%	-%	2%	*%	1%	2%	*%	2%	1%	1%	-%	-%	-%	-%
						b			c								
Construction	89	49	2	6	*	81	9	23	57	9	49	21	16	2	1	*	-
	7%	8%	4%	10%	9%	8%	4%	7%	9%	4%	7%	10%	11%	4%	2%	1%	-%
						b			c			e	def				
Wholesale and retail trade: repair of motor vehicles / motor cycles	309	139	14	14	1	231	78	73	158	78	195	47	36	11	7	5	3
	26%	24%	25%	22%	16%	24%	33%	22%	25%	33%	27%	22%	25%	18%	19%	30%	100%
							a			ab							
Hotels and restaurants	72	33	2	1	*	66	6	41	25	6	55	13	2	*	*	*	-
	6%	6%	4%	1%	6%	7%	3%	12%	4%	3%	8%	6%	2%	*%	1%	1%	-%
						b		bc			cd	cd					
Transportation storage and communication	35	13	2	7	*	27	8	13	14	8	20	6	2	2	1	*	-
	3%	2%	4%	11%	3%	3%	3%	4%	2%	3%	3%	3%	1%	3%	4%	1%	-%
				a													
Financial intermediation and insurance	59	34	1	5	1	48	11	10	39	11	27	10	11	5	4	1	-
	5%	6%	1%	8%	10%	5%	4%	3%	6%	4%	4%	5%	8%	8%	13%	5%	-%
									a				a	a	ab		
Real estate, rental and business	186	79	13	14	*	140	46	27	113	46	92	24	34	19	9	2	-
	15%	14%	22%	22%	8%	15%	19%	8%	18%	19%	13%	11%	24%	32%	28%	13%	-%
			a	a			a		a	a			ab	abf	ab		
Public administration and defence	3	2	*	*	*	2	1	1	1	1	1	*	-	*	*	*	-
	*%	*%	*%	*%	4%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%	3%	-%
																abc	
Educational services	12	2	1	*	*	10	2	4	5	2	6	3	1	1	1	*	-
	1%	*%	1%	*%	6%	1%	1%	1%	1%	1%	1%	1%	*%	2%	4%	3%	-%
															a		

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

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Healthcare and social work	52	28	2	1	-	44	7	24	21	7	29	9	4	6	*	3	-
	4%	5%	4%	1%	-%	5%	3%	7%	3%	3%	4%	4%	3%	10%	1%	18%	-%
								bc						abce		abce	
Other community, social and personal service activities	103	66	5	*	*	92	11	37	55	11	66	17	10	2	1	3	-
	9%	11%	9%	*%	4%	10%	5%	11%	9%	5%	9%	8%	7%	4%	4%	21%	-%
		c	c			b		c	c							abcde	
Private households with employed persons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	42	18	6	2	-	29	13	8	21	13	21	8	9	3	-	*	-
	3%	3%	11%	3%	-%	3%	5%	3%	3%	5%	3%	4%	6%	5%	-%	1%	-%
			a										e				

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

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Agriculture, hunting and forestry	119	40	4	-	-	-	116	2	115	4	108	11	-
	10%	8%	7%	-%	-%	-%	11% b	2%	11% b	3%	12% b	4%	-%
Fishing	1	1	-	-	-	-	1	-	1	-	1	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Mining and quarrying	4	2	-	-	-	-	4	-	2	2	-	4	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	2% a	-%	1% a	-%
Manufacturing	99	39	8	12	6	1	73	27	66	34	58	41	1
	8%	8%	13%	30% ab	25%	5%	7%	25% a	6%	22% a	6%	14% a	14%
Electricity / Gas / Water supply	16	8	-	-	-	-	16	*	15	1	10	6	-
	1%	2%	-%	-%	-%	-%	1%	*%	1%	1%	1%	2%	-%
Construction	89	39	4	*	-	-	86	3	86	3	78	9	1
	7%	8%	6%	*%	-%	-%	8% b	2%	8% b	2%	9% b	3%	14%
Wholesale and retail trade: repair of motor vehicles / motor cycles	309	138	20	18	11	17	273	36	247	62	197	110	3
	26%	28%	32%	45% a	45%	69%	25%	34%	24%	40% a	22%	38% a	37%
Hotels and restaurants	72	27	*	-	-	2	72	*	72	*	65	7	*
	6%	5%	1%	-%	-%	7%	7% b	*%	7% b	*%	7% b	2%	1%
Transportation storage and communication	35	12	*	-	2	*	30	5	29	5	26	9	-
	3%	2%	*%	-%	10%	2%	3%	5%	3%	3%	3%	3%	-%
Financial intermediation and insurance	59	20	2	2	-	-	59	*	59	*	47	12	-
	5%	4%	3%	6%	-%	-%	5% b	*%	6% b	*%	5%	4%	-%
Real estate, rental and business	186	80	13	4	2	3	167	19	162	24	141	42	2
	15%	16%	21%	11%	8%	14%	15%	17%	16%	15%	16%	15%	25%
Public administration and defence	3	1	*	-	-	*	3	*	3	*	3	*	*
	*%	*%	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%	3%
Educational services	12	5	*	-	*	*	12	-	12	*	11	1	-
	1%	1%	*%	-%	1%	2%	1%	-%	1%	*%	1%	*%	-%
Healthcare and social work	52	24	1	*	-	-	52	-	52	*	46	6	-
	4%	5%	1%	1%	-%	-%	5% b	-%	5% b	*%	5% b	2%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Other community, social and personal service activities	**103**	36	8	*	3	-	95	8	93	10	87	15	*
	9%	*7%*	*12%* c	**%*	*12%*	*-%*	*9%*	*7%*	*9%*	*7%*	*10%* b	*5%*	*6%*
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**42**	19	2	3	-	-	35	7	35	7	28	14	-
	3%	*4%*	*4%*	*7%*	*-%*	*-%*	*3%*	*6%*	*3%*	*5%*	*3%*	*5%*	*-%*

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

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Agriculture, hunting and forestry	**119**	64	14	40	113	60	115	33	26	12	88	15	-	29	39	114	1
	10%	*10%*	*6%*	*12%*	*10%*	*9%*	*10%*	*6%*	*7%*	*4%*	*11%*	*4%*	*-%*	*10%*	*9%*	*10%*	*1%*
				b	**df**	f	**df**				**def**			a	c	c	
Fishing	**1**	*	-	*	1	*	1	-	1	*	1	-	-	1	*	1	*
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*
Mining and quarrying	**4**	2	2	-	4	2	4	2	-	-	4	-	-	2	2	4	-
	%	*%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*%*	*-%*
Manufacturing	**99**	48	19	30	97	64	97	61	36	49	79	56	*	10	44	97	14
	8%	*8%*	*9%*	*9%*	*9%*	*10%*	*9%*	*12%*	*10%*	*19%*	*10%*	*16%*	*4%*	*4%*	*11%*	*9%*	*14%*
										abcdeg		c					
Electricity / Gas / Water supply	**16**	13	2	1	15	10	15	8	6	1	12	1	-	7	6	15	1
	1%	*2%*	*1%*	*%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*%*	*-%*	*2%*	*1%*	*1%*	*1%*
		c												a			
Construction	**89**	62	10	17	81	43	83	23	28	10	76	16	1	25	25	85	5
	7%	*10%*	*5%*	*5%*	*8%*	*6%*	*7%*	*4%*	*8%*	*4%*	*10%*	*5%*	*11%*	*9%*	*6%*	*7%*	*5%*
		bc			**df**		**df**		**df**		**bdf**			a			
Wholesale and retail trade: repair of motor vehicles / motor cycles	**309**	149	61	93	257	154	272	183	79	109	187	147	*	54	122	285	27
	26%	*23%*	*28%*	*29%*	*24%*	*23%*	*24%*	*35%*	*22%*	*41%*	*24%*	*43%*	*8%*	*19%*	*29%*	*25%*	*27%*
								abceg		**abceg**		c					
Hotels and restaurants	**72**	48	9	15	64	31	66	21	30	2	45	3	-	25	24	65	4
	6%	*7%*	*4%*	*5%*	*6%*	*5%*	*6%*	*4%*	*8%*	*1%*	*6%*	*1%*	*-%*	*9%*	*6%*	*6%*	*4%*
					f	f	f	f	**bdf**		f			a			
Transportation storage and communication	**35**	22	4	9	28	13	28	13	11	7	21	7	-	8	11	28	4
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*-%*	*3%*	*3%*	*3%*	*4%*
Financial intermediation and insurance	**59**	23	13	23	59	47	59	19	17	5	34	8	-	17	22	59	3
	5%	*4%*	*6%*	*7%*	*5%*	*7%*	*5%*	*4%*	*5%*	*2%*	*4%*	*2%*	*-%*	*6%*	*5%*	*5%*	*3%*
				a	f	**dfg**	f		f					a			
Real estate, rental and business	**186**	91	41	54	162	128	174	80	57	40	116	48	*	54	69	175	23
	15%	*14%*	*19%*	*17%*	*15%*	*19%*	*16%*	*15%*	*16%*	*15%*	*15%*	*14%*	*6%*	*19%*	*16%*	*15%*	*23%*
						acg											b
Public administration and defence	**3**	*	*	2	2	2	2	1	1	-	2	-	*	1	1	3	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*8%*	*%*	*%*	*%*	*%*
Educational services	**12**	7	2	3	9	7	9	1	4	1	7	2	-	4	2	9	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Healthcare and social work	**52**	24	17	11	51	30	51	23	23	4	37	8	-	17	16	52	6
	4%	*4%*	*8%*	*3%*	*5%*	*4%*	*5%*	*4%*	*6%*	*1%*	*5%*	*2%*	*-%*	*6%*	*4%*	*5%*	*6%*
			ac		f	f	f	f	f		f			a			
Other community, social and personal service activities	**103**	62	20	19	98	52	100	36	29	15	49	21	1	25	27	99	6
	9%	*10%*	*9%*	*6%*	*9%*	*8%*	*9%*	*7%*	*8%*	*5%*	*6%*	*6%*	*16%*	*9%*	*7%*	*9%*	*6%*
		c			g		g										
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**42**	27	5	9	40	24	40	18	15	11	30	13	3	9	7	42	4
	3%	*4%*	*2%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*47%*	*3%*	*2%*	*4%*	*4%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Agriculture, hunting and forestry	**119**	82	88	1	2	114	116	93	117	90	117	1	62	117	5	7	94	18
	10%	*9%*	*12%*	*1%*	*10%*	*10%* a	*10%*	*9%*	*10%*	*10%*	*10%*	*19%*	*9%* c	*10%* c	*3%*	*4%*	*10%* a	*16%* a
Fishing	**1**	1	*	-	-	1	1	1	1	*	1	-	1	1	-	-	1	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*
Mining and quarrying	**4**	4	4	-	-	4	4	4	4	4	4	-	4	4	2	2	2	-
	%	*%*	*1%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*%*	*1%*	*1%* b	*%*	*-%*
Manufacturing	**99**	79	59	7	*	88	99	89	99	91	97	-	74	97	21	18	76	6
	8%	*9%*	*8%*	*12%*	*3%*	*8%*	*8%*	*9%*	*8%*	*10%*	*8%*	*-%*	*11%*	*8%*	*12%*	*11%*	*8%*	*5%*
Electricity / Gas / Water supply	**16**	10	8	-	-	16	15	14	15	13	16	-	10	15	1	-	16	1
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*
Construction	**89**	72	52	4	4	80	84	68	84	63	86	-	40	83	5	5	69	12
	7%	*8%*	*7%*	*7%*	*23%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*-%*	*6%*	*7%* c	*3%*	*3%*	*8%*	*10%* a
Wholesale and retail trade: repair of motor vehicles / motor cycles	**309**	207	176	21	4	281	303	257	305	261	301	2	179	301	48	59	227	20
	26%	*23%*	*24%*	*34%*	*25%*	*26%*	*26%*	*26%*	*26%*	*28%*	*26%*	*37%*	*25%*	*26%*	*29%*	*36%* **bc**	*25%*	*17%*
Hotels and restaurants	**72**	55	34	2	1	66	70	54	72	55	70	-	43	72	4	4	51	16
	6%	*6%*	*5%*	*4%*	*7%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*-%*	*6%*	*6%* c	*2%*	*3%*	*6%*	*14%* **ab**
Transportation storage and communication	**35**	23	16	4	-	31	33	22	33	23	34	-	16	31	10	8	25	2
	3%	*3%*	*2%*	*6%*	*-%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*-%*	*2%*	*3%*	*6%* **ab**	*5%*	*3%*	*2%*
Financial intermediation and insurance	**59**	57	36	1	1	57	57	53	57	37	57	-	36	57	7	8	47	4
	5%	*6%*	*5%*	*1%*	*7%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*-%*	*5%*	*5%*	*4%*	*5%*	*5%*	*3%*
Real estate, rental and business	**186**	145	118	13	2	157	179	160	179	132	180	3	115	166	34	28	139	18
	15%	*16%*	*16%*	*21%*	*14%*	*14%*	*15%*	*16%*	*15%*	*14%*	*15%*	*42%*	*16%*	*14%*	*21%* b	*17%*	*15%*	*16%*
Public administration and defence	**3**	2	2	-	-	3	3	3	3	2	3	-	1	3	1	*	2	1
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*1%*
Educational services	**12**	8	7	*	-	11	11	10	12	9	12	-	7	11	1	1	11	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*%*	*1%*	*%*
Healthcare and social work	**52**	39	40	3	1	46	52	48	52	44	52	-	34	51	13	10	34	8
	4%	*4%*	*5%*	*5%*	*8%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*-%*	*5%*	*4%*	*8%* b	*6%*	*4%*	*7%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Other community, social and personal service activities	**103**	69	68	4	*	98	102	78	103	76	100	*	60	103	10	11	90	3
	9%	*8%*	*9%*	*7%*	*3%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*2%*	*9%*	*9%*	*6%*	*7%*	*10%* c	*2%*
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**42**	29	30	2	-	40	38	32	41	32	41	-	23	39	5	4	30	8
	3%	*3%*	*4%*	*3%*	*-%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*-%*	*3%*	*3%*	*3%*	*2%*	*3%*	*7%*

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

Ofcom; Business Postal Tracker
Table 1 (continuation)

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Agriculture, hunting and forestry	**119**	2	2	115	66	53	100	19	97	4	14	105	1	5
	10%	*2%*	*3%*	*11%*	*9%*	*11%*	*9%*	*17%*	*10%*	*6%*	*6%*	*11%*	*3%*	*3%*
				ab				a						
Fishing	**1**	-	-	1	*	*	1	-	1	-	*	*	-	-
	%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%	-%
Mining and quarrying	**4**	-	-	4	2	2	2	2	4	-	-	4	-	2
	%	-%	-%	*%	*%	*%	*%	*1%*	*%	-%	-%	*%	-%	*1%*
								a						
Manufacturing	**99**	13	10	76	63	36	95	4	70	9	30	69	7	16
	8%	*13%*	*15%*	*7%*	*9%*	*8%*	*9%*	*4%*	*7%*	*14%*	*14%*	*7%*	*18%*	*9%*
			c								b			
Electricity / Gas / Water supply	**16**	*	-	16	12	4	16	*	15	-	6	11	*	5
	1%	*%*	-%	*2%*	*2%*	*1%*	*1%*	*%*	*2%*	-%	*3%*	*1%*	*%*	*3%*
Construction	**89**	4	2	83	58	31	80	9	71	4	19	69	2	9
	7%	*4%*	*3%*	*8%*	*8%*	*7%*	*7%*	*8%*	*8%*	*6%*	*9%*	*7%*	*5%*	*6%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**309**	38	23	244	163	146	261	48	255	5	42	265	6	72
	26%	*36%*	*36%*	*24%*	*22%*	*31%*	*24%*	*43%*	*27%*	*8%*	*19%*	*27%*	*18%*	*43%*
		c	c			a		a	b			a		a
Hotels and restaurants	**72**	6	7	59	46	26	65	7	56	-	14	58	1	6
	6%	*6%*	*11%*	*6%*	*6%*	*5%*	*6%*	*7%*	*6%*	-%	*6%*	*6%*	*3%*	*4%*
Transportation storage and communication	**35**	6	-	29	21	13	34	1	31	2	4	31	3	3
	3%	*6%*	-%	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*8%*	*2%*
		b												
Financial intermediation and insurance	**59**	5	6	48	50	9	59	-	34	10	18	41	*	7
	5%	*5%*	*9%*	*5%*	*7%*	*2%*	*5%*	-%	*4%*	*14%*	*8%*	*4%*	*%*	*4%*
					b		b			a	b			
Real estate, rental and business	**186**	15	11	160	112	74	184	1	136	15	32	152	11	25
	15%	*14%*	*17%*	*16%*	*15%*	*16%*	*17%*	*1%*	*15%*	*22%*	*15%*	*16%*	*29%*	*15%*
							b						b	
Public administration and defence	**3**	*	*	2	1	1	3	-	1	1	*	3	*	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	*2%*	*%*	*%*	*1%*	-%
										a				
Educational services	**12**	*	1	11	9	3	10	2	10	2	3	9	-	*
	1%	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	-%	*%*
Healthcare and social work	**52**	2	1	49	42	9	47	4	41	3	8	44	*	6
	4%	*2%*	*1%*	*5%*	*6%*	*2%*	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*%*	*3%*
					b									

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Other community, social and personal service activities	**103**	8	2	93	57	46	93	10	83	9	18	85	4	7
	9%	*8%*	*3%*	*9%*	*8%*	*10%*	*9%*	*9%*	*9%*	*13%*	*8%*	*9%*	*10%*	*4%*
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**42**	3	1	37	23	19	39	3	33	5	11	31	1	3
	3%	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*7%*	*5%*	*3%*	*4%*	*2%*

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

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Agriculture, hunting and forestry	119	5	-	15	12	16	9	4	28	8	11	16
	10%	3%	-%	15% b	7%	11%	16% b	4%	11% b	6%	8%	11%
Fishing	1	-	-	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Mining and quarrying	4	2	-	-	2	2	-	-	-	-	-	-
	*%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%
Manufacturing	99	19	2	7	9	13	9	11	14	12	10	15
	8%	11%	37%	7%	5%	9%	16% c	11%	6%	10%	7%	11%
Electricity / Gas / Water supply	16	5	-	2	4	-	3	-	5	2	*	1
	1%	3%	-%	2%	2%	-%	6% b	-%	2%	1%	*%	*%
Construction	89	10	-	3	4	8	3	6	35	10	10	10
	7%	6%	-%	3%	3%	6%	5%	6%	14% b	8%	8%	7%
Wholesale and retail trade: repair of motor vehicles / motor cycles	309	75	*	21	53	35	10	25	71	31	33	31
	26%	43%	3%	21%	33% a	25%	18%	26%	29%	26%	25%	21%
Hotels and restaurants	72	4	-	9	6	11	3	10	17	3	10	4
	6%	2%	-%	9%	4%	8%	6%	10%	7%	3%	7%	2%
Transportation storage and communication	35	4	2	3	4	5	-	2	2	2	7	11
	3%	2%	37%	3%	2%	4%	-%	2%	1%	1%	5%	8% a
Financial intermediation and insurance	59	6	-	9	5	8	*	7	6	11	4	9
	5%	4%	-%	9% b	3%	6%	*%	8% ac	2%	10% b	3%	6%
Real estate, rental and business	186	27	-	8	27	21	10	19	27	18	31	26
	15%	16%	-%	8%	17% a	15%	17%	19% c	11%	15%	23%	18%
Public administration and defence	3	*	-	1	1	-	-	*	-	1	-	-
	*%	*%	-%	1%	*%	-%	-%	*%	-%	*%	-%	-%
Educational services	12	*	-	1	1	1	*	1	7	1	-	1
	1%	*%	-%	1%	*%	*%	1%	1%	3%	1%	-%	*%
Healthcare and social work	52	6	-	3	12	8	6	4	12	3	*	3
	4%	3%	-%	3%	7%	6%	10%	4%	5%	2%	*%	2%

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

C1. To which industry does your organisation belong to?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Other community, social and personal service activities	**103**	8	1	7	11	10	3	8	21	14	11	17
	9%	*5%*	*23%*	*7%*	*7%*	*7%*	*6%*	*8%*	*8%*	*12%*	*8%*	*12%*
Private households with employed persons	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**42**	3	-	11	12	3	-	-	3	5	5	2
	3%	*2%*	-%	*11%* c	*7%*	*2%*	-%	-%	*1%*	*4%*	*4%*	*1%*

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

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
None - self employed or 1 other employee	**292**	14	43	28	22	24	24	60	16	16	16	21	8	247
	24%	*19%*	*35%*	*21%*	*32%*	*28%*	*13%*	*33%*	*17%*	*19%*	*28%*	*34%*	*17%*	*24%*
			afhilm		**fhl**	**fl**		**fhil**			**fl**	**afhilm**		f
2-9	**860**	55	75	104	44	57	157	120	74	64	37	36	38	749
	72%	*76%*	*61%*	*77%*	*63%*	*66%*	*83%*	*66%*	*79%*	*77%*	*65%*	*59%*	*75%*	*73%*
		k		**bk**			**bdegjkm**		**bdjk**	**bk**			**bk**	**bk**
10-25	**23**	2	2	2	1	3	3	2	2	2	2	2	2	17
	2%	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*	*5%*	*2%*
													m	
26-49	**8**	1	*	1	*	1	1	*	1	1	1	1	1	5
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
50 - 99	**9**	*	1	-	2	1	2	-	1	*	1	1	1	7
	1%	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*-%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*
100 - 249	**8**	1	2	-	*	1	1	*	1	1	1	*	1	7
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
10+ employees	**48**	3	5	3	3	5	7	2	4	4	4	4	4	36
	4%	*4%*	*4%*	*2%*	*5%*	*6%*	*4%*	*1%*	*4%*	*4%*	*7%*	*7%*	*8%*	*3%*
													gm	

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

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
None - self employed or 1 other employee	292	47	22	8	21	70	14	102	292	-	-	-	-	122	170
	24%	*39%*	*22%*	*47%*	*23%*	*23%*	*23%*	*22%*	*25%*	*-%*	*-%*	*-%*	*-%*	*21%*	*27%*
		bdefg							bcde						a
2-9	860	72	74	8	65	231	44	336	860	-	-	-	-	429	431
	72%	*60%*	*71%*	*49%*	*73%*	*75%*	*74%*	*73%*	*75%*	*-%*	*-%*	*-%*	*-%*	*74%*	*69%*
						a		a	bcde						
10-25	23	*	4	*	3	5	1	9	-	23	-	-	23	12	10
	2%	**%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*-%*	*75%*	*-%*	*-%*	*47%*	*2%*	*2%*
										acde			acd		
26-49	8	-	1	*	*	*	*	5	-	8	-	-	8	4	3
	1%	*-%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	*25%*	*-%*	*-%*	*16%*	*1%*	*1%*
										acde			acd		
50 - 99	9	*	2	-	*	1	-	6	-	-	9	-	9	4	5
	1%	**%*	*2%*	*-%*	**%*	**%*	*-%*	*1%*	*-%*	*-%*	*100%*	*-%*	*19%*	*1%*	*1%*
											abde		abd		
100 - 249	8	*	1	-	*	2	-	5	-	-	-	8	8	5	3
	1%	**%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*100%*	*18%*	*1%*	**%*
												abce	abc		
10+ employees	48	1	7	1	4	8	1	24	-	30	9	8	48	26	22
	4%	*1%*	*7%*	*3%*	*4%*	*3%*	*2%*	*5%*	*-%*	*100%*	*100%*	*100%*	*100%*	*5%*	*4%*
			ae					a		a	a	a	a		

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

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
None - self employed or 1 other employee	292	209	4	4	-	259	33	126	133	33	229	35	21	2	1	*	*
	24%	36%	6%	7%	-%	27%	14%	37%	21%	14%	32%	17%	15%	4%	3%	3%	16%
		bc				b		bc	c		bcdef	def	def				
2-9	860	366	50	52	1	677	183	207	470	183	472	169	113	51	26	10	2
	72%	63%	87%	82%	17%	70%	76%	61%	76%	76%	66%	80%	80%	84%	77%	63%	84%
			a	a			a		a	a		af	af	af			
10-25	23	3	3	5	1	14	9	4	10	9	8	4	4	3	2	1	-
	2%	1%	5%	7%	13%	1%	4%	1%	2%	4%	1%	2%	3%	5%	7%	7%	-%
			a	a			a			a				a	a	ab	
26-49	8	1	1	1	1	4	3	1	3	3	1	2	2	1	1	1	-
	1%	*%	1%	1%	13%	*%	1%	*%	1%	1%	*%	1%	1%	2%	3%	4%	-%
														a	a	a	
50 - 99	9	*	*	1	1	3	6	*	3	6	1	2	2	2	2	2	-
	1%	*%	*%	2%	28%	*%	2%	*%	1%	2%	*%	1%	1%	3%	6%	9%	-%
				a			a			ab			a	a	ab	abc	
100 - 249	8	*	*	1	2	3	6	*	2	6	1	1	1	2	2	2	-
	1%	*%	*%	1%	29%	*%	2%	*%	*%	2%	*%	*%	1%	3%	5%	13%	-%
							a			ab				a	ab	abcd	
10+ employees	48	4	4	7	4	24	24	5	19	24	11	8	8	7	7	6	-
	4%	1%	6%	12%	83%	3%	10%	2%	3%	10%	2%	4%	6%	12%	20%	34%	-%
			a	a			a			ab			a	ab	abc	abcd	

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

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
None - self employed or 1 other employee	**292**	127	14	8	7	2	271	21	263	29	232	60	-
	24%	*26%*	*23%*	*19%*	*27%*	*7%*	*25%*	*19%*	*25%*	*19%*	*26%*	*21%*	*-%*
2-9	**860**	344	45	29	16	20	779	81	743	117	641	212	7
	72%	*70%*	*72%*	*72%*	*65%*	*82%*	*71%*	*76%*	*71%*	*76%*	*71%*	*74%*	*86%*
10-25	**23**	10	1	1	1	1	19	3	18	4	15	7	*
	2%	*2%*	*1%*	*2%*	*3%*	*6%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*5%*
26-49	**8**	2	*	1	*	-	7	*	7	1	6	2	*
	1%	**%*	*1%*	*3%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*2%*
50 - 99	**9**	3	2	*	*	1	8	1	7	2	6	2	*
	1%	*1%*	*2%*	*1%*	*2%*	*4%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*7%*
100 - 249	**8**	4	1	1	1	*	8	1	8	1	5	3	-
	1%	*1%*	*1%*	*2%*	*3%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
10+ employees	**48**	20	3	3	2	3	42	6	40	8	32	14	1
	4%	*4%*	*5%*	*8%*	*8%*	*11%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*14%*

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

Ofcom; Business Postal Tracker

Table 2 (continuation)

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

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
None - self employed or 1 other employee	**292**	160	46	78	252	139	265	125	48	79	181	94	*	60	98	271	13
	24%	*25%*	*21%*	*24%*	*23%*	*21%*	*24%*	*24%*	*13%*	*30%*	*23%*	*27%*	*8%*	*21%*	*23%*	*24%*	*13%*
					e	e	e	e		**abceg**	e				c	c	
2-9	**860**	459	163	232	784	493	804	373	292	177	569	238	4	210	300	815	80
	72%	*71%*	*75%*	*71%*	*73%*	*74%*	*72%*	*72%*	*81%*	*67%*	*72%*	*69%*	*79%*	*73%*	*72%*	*72%*	*79%*
						f			**abcdfg**								
10-25	**23**	11	4	7	21	16	21	10	8	5	16	8	-	6	9	21	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*3%*
26-49	**8**	4	1	2	7	6	8	3	4	1	6	1	*	3	3	7	1
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*4%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**9**	4	2	3	9	8	9	5	6	2	8	3	*	3	4	9	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*6%*	*1%*	*1%*	*1%*	*2%*
100 - 249	**8**	4	2	2	8	8	8	5	4	1	6	2	*	4	4	8	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*3%*	*1%*	*1%*	*1%*	*2%*
10+ employees	**48**	24	10	14	46	38	47	23	21	10	37	14	1	16	19	46	7
	4%	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*6%*	*4%*	*5%*	*4%*	*13%*	*6%*	*5%*	*4%*	*7%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
None - self employed or 1 other employee	**292**	209	166	18	1	267	275	219	278	195	277	3	153	273	27	32	237	24
	24%	*24%*	*22%*	*30%*	*5%*	*24%*	*24%*	*22%*	*24%*	*21%*	*24%*	*42%*	*22%*	*24%* c	*16%*	*19%*	*26%*	*20%*
2-9	**860**	636	539	40	16	784	843	723	849	697	846	4	520	830	130	127	638	89
	72%	*72%*	*73%*	*65%*	*92%*	*72%*	*72%*	*73%*	*72%*	*75%*	*72%*	*56%*	*74%*	*72%*	*78%*	*77%*	*70%*	*76%*
10-25	**23**	17	14	2	*	20	22	20	22	19	22	-	15	22	4	3	18	2
	2%	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
26-49	**8**	6	5	*	*	7	7	7	7	6	8	-	5	7	1	1	6	*
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*
50 - 99	**9**	7	7	1	-	8	9	9	9	8	9	-	7	9	2	2	7	1
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**8**	8	7	1	-	8	8	8	8	7	8	*	6	8	2	1	6	1
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
10+ employees	**48**	38	34	3	*	43	47	44	47	41	47	*	33	46	9	6	37	5
	4%	*4%*	*5%*	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*2%*	*5%*	*4%*	*6%*	*4%*	*4%*	*4%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
None - self employed or 1 other employee	**292**	24	18	250	151	141	259	33	219	24	51	241	11	35
	24%	*23%*	*27%*	*24%*	*21%*	*30%* a	*24%*	*30%*	*23%*	*36%* a	*23%*	*25%*	*30%*	*21%*
2-9	**860**	74	44	737	546	314	782	78	682	42	156	697	22	123
	72%	*71%*	*68%*	*72%*	*75%* b	*66%*	*72%*	*70%*	*73%*	*61%*	*72%*	*72%*	*60%*	*74%*
10-25	**23**	3	2	18	14	9	23	*	18	1	6	17	2	4
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	*2%*	*2%*	*3%*	*2%*	*6%*	*2%*
26-49	**8**	1	-	7	5	3	7	*	6	*	2	6	*	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*
50 - 99	**9**	2	1	7	7	2	9	-	7	*	2	7	1	2
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
100 - 249	**8**	1	1	7	5	4	8	*	6	*	2	6	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
10+ employees	**48**	6	3	39	30	18	47	1	37	2	11	36	4	9
	4%	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*%*	*4%*	*3%*	*5%*	*4%*	*11%*	*5%*

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

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

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
None - self employed or 1 other employee	**292**	36	1	14	28	29	7	26	77	31	36	44
	24%	*21%*	*23%*	*14%*	*17%*	*21%*	*13%*	*27%*	*31%* a	*26%*	*27%*	*30%*
2-9	**860**	128	5	80	127	109	46	67	160	80	93	97
	72%	*73%*	*74%*	*80%*	*78%*	*78%*	*82%* c	*70%*	*65%*	*66%*	*70%*	*67%*
10-25	**23**	5	*	3	4	*	1	2	4	5	2	2
	2%	*3%*	*3%*	*3%*	*2%*	*%*	*2%*	*2%*	*2%*	*4%*	*1%*	*1%*
26-49	**8**	2	-	1	1	-	*	1	2	1	1	*
	1%	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*
50 - 99	**9**	2	-	1	2	1	1	1	2	2	-	*
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*-%*	*%*
100 - 249	**8**	2	-	1	1	1	*	*	2	1	*	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*%*	*1%*
10+ employees	**48**	11	*	6	8	2	3	4	9	9	3	4
	4%	*6%*	*3%*	*6%*	*5%*	*2%*	*5%*	*4%*	*4%*	*8%*	*2%*	*3%*

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

Ofcom; Business Postal Tracker
Table 3

C2a. Revenue
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Up to £49,999	**140**	8	16	20	8	7	17	22	13	8	5	12	5	118
	12%	*11%*	*13%*	*15%*	*11%*	*9%*	*9%*	*12%*	*14%*	*9%*	*9%*	*20%*	*9%*	*11%*
												efijlm		
£50,000 - £99,999	**154**	6	20	18	7	12	25	29	10	9	8	6	4	136
	13%	*9%*	*16%*	*13%*	*11%*	*14%*	*13%*	*16%*	*10%*	*10%*	*14%*	*10%*	*8%*	*13%*
£100,000 - £199,999	**130**	12	14	7	9	7	21	22	15	6	7	5	5	114
	11%	*17%*	*12%*	*6%*	*12%*	*9%*	*11%*	*12%*	*16%*	*7%*	*12%*	*8%*	*10%*	*11%*
		c												
£200,000 - £299,999	**95**	8	8	18	1	5	22	10	5	5	7	3	4	82
	8%	*10%*	*6%*	*13%*	*2%*	*6%*	*12%*	*6%*	*5%*	*6%*	*12%*	*4%*	*8%*	*8%*
		d		**dk**			**dk**				**dk**			
£300,000 - £399,999	**35**	3	7	-	5	-	5	5	2	1	2	2	3	28
	3%	*4%*	*5%*	*-%*	*7%*	*-%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	*5%*	*3%*
		e	e		**cem**								e	
£400,000 - £499,999	**26**	3	-	-	4	1	5	6	2	3	1	1	*	23
	2%	*4%*	*-%*	*-%*	*5%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*
		b			**bl**									
£500,000 - £749,999	**35**	-	2	6	4	*	5	5	2	2	1	5	3	26
	3%	*-%*	*2%*	*4%*	*5%*	**%*	*3%*	*3%*	*2%*	*3%*	*2%*	*8%*	*6%*	*3%*
					e							**abehjm**	**aejm**	
£750,000 - £999,999	**22**	-	3	2	2	1	3	-	5	1	2	1	1	19
	2%	*-%*	*3%*	*2%*	*4%*	*1%*	*2%*	*-%*	*6%*	*1%*	*3%*	*1%*	*2%*	*2%*
									gm					
£1,000,000 - £1,499,999	**30**	*	7	7	3	2	3	1	3	*	2	1	1	25
	2%	**%*	*6%*	*5%*	*4%*	*2%*	*1%*	**%*	*3%*	**%*	*4%*	*2%*	*2%*	*2%*
			g											
£1,500,000 - £1,999,999	**16**	-	2	3	1	2	5	3	*	-	1	1	*	15
	1%	*-%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	**%*	*-%*	*1%*	*1%*	**%*	*1%*
£2,000,000 - £4,999,999	**18**	2	*	2	*	*	5	2	4	1	*	*	1	17
	1%	*2%*	**%*	*2%*	**%*	**%*	*3%*	*1%*	*4%*	*1%*	**%*	**%*	*1%*	*2%*
									jk					
£5,000,000 +	**5**	*	*	*	1	1	*	-	*	*	1	*	1	3
	****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	**%*	**%*	*1%*	*1%*	*2%*	**%*
													m	
Don't know / not sure	**380**	23	38	49	16	34	54	52	30	37	15	15	17	333
	32%	*32%*	*31%*	*36%*	*23%*	*39%*	*29%*	*28%*	*32%*	*44%*	*26%*	*25%*	*34%*	*32%*
						djk				**dfgjkm**				
Refused	**113**	7	6	2	9	14	17	25	3	10	6	8	5	94
	9%	*9%*	*5%*	*2%*	*13%*	*16%*	*9%*	*14%*	*4%*	*12%*	*11%*	*13%*	*11%*	*9%*
					ch	**bchm**		**bch**		**ch**	c	**bch**	c	c
£0-£399,999	**554**	37	64	63	30	32	90	89	44	29	28	28	21	477
	46%	*52%*	*52%*	*47%*	*43%*	*37%*	*48%*	*49%*	*47%*	*34%*	*50%*	*46%*	*41%*	*46%*
		i	**ei**								i			i
£400,000 - £999,999	**84**	3	5	8	10	3	14	11	8	6	4	7	4	68
	7%	*4%*	*4%*	*6%*	*14%*	*3%*	*7%*	*6%*	*9%*	*8%*	*7%*	*12%*	*9%*	*7%*
					bem							**bem**		

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
£1,000,000 - 4,999,999	**64**	2	9	12	4	4	12	6	7	2	3	2	2	57
	5%	*3%*	*7%*	*9%*	*6%*	*4%*	*6%*	*3%*	*8%*	*2%*	*5%*	*3%*	*4%*	*6%*
£5,000,000 +	**5**	*	*	*	1	1	*	-	*	*	1	*	1	3
	****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	**%*	**%*	*1%*	*1%*	*2%*	**%*
													m	

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

C2a. Revenue
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Up to £49,999	140	9	3	5	11	30	15	62	139	1	*	*	1	68	72
	12%	7%	3%	33%	13%	10%	25%	13%	12%	3%	2%	1%	2%	12%	12%
					b	b	abeg	b	bcde						
£50,000 - £99,999	154	11	21	6	10	35	7	57	154	*	-	-	*	77	77
	13%	9%	20%	36%	12%	11%	12%	12%	13%	*%	-%	-%	*%	13%	12%
			aeg						bcde						
£100,000 - £199,999	130	13	10	1	12	25	7	60	130	1	-	-	1	66	65
	11%	11%	10%	7%	13%	8%	11%	13%	11%	2%	-%	-%	1%	11%	10%
								e	bcde						
£200,000 - £299,999	95	10	14	*	10	23	2	31	94	1	-	*	1	50	45
	8%	8%	14%	3%	11%	8%	3%	7%	8%	3%	-%	1%	2%	9%	7%
			fg						bce						
£300,000 - £399,999	35	7	5	*	3	11	3	6	34	*	-	-	*	18	17
	3%	6%	5%	3%	3%	4%	5%	1%	3%	1%	-%	-%	1%	3%	3%
		g	g			g			e						
£400,000 - £499,999	26	3	*	-	2	15	*	6	25	1	-	-	1	8	18
	2%	2%	*%	-%	2%	5%	*%	1%	2%	3%	-%	-%	2%	1%	3%
						bg									
£500,000 - £749,999	35	2	3	-	2	3	1	20	33	2	*	*	2	19	16
	3%	2%	3%	-%	2%	1%	1%	4%	3%	7%	1%	2%	5%	3%	3%
								e		a					
£750,000 - £999,999	22	*	3	-	-	11	*	5	21	1	*	-	1	11	11
	2%	*%	3%	-%	-%	3%	*%	1%	2%	4%	1%	-%	3%	2%	2%
						g									
£1,000,000 - £1,499,999	30	2	1	-	6	6	2	11	26	3	*	*	3	18	11
	2%	1%	1%	-%	7%	2%	4%	2%	2%	10%	1%	2%	7%	3%	2%
					abeg					ac			a		
£1,500,000 - £1,999,999	16	5	*	1	-	1	2	7	15	1	*	*	2	7	9
	1%	4%	*%	4%	-%	*%	4%	2%	1%	4%	3%	3%	4%	1%	2%
		bde					de			a			a		
£2,000,000 - £4,999,999	18	2	2	-	-	8	*	5	16	1	1	*	2	9	9
	1%	2%	2%	-%	-%	3%	*%	1%	1%	4%	10%	2%	5%	2%	1%
										a	a		a		
£5,000,000 +	5	*	2	-	*	1	1	2	1	1	1	2	4	3	3
	*%	*%	1%	-%	1%	*%	1%	*%	*%	4%	16%	18%	9%	*%	*%
										a	ab	ab	a		
Don't know / not sure	380	41	31	*	26	112	16	142	355	14	6	6	25	175	205
	32%	34%	30%	2%	29%	36%	27%	31%	31%	46%	62%	65%	53%	30%	33%
										a	ab	ab	a		
Refused	113	15	7	2	6	28	3	48	110	2	*	*	3	49	65
	9%	13%	7%	13%	6%	9%	6%	10%	10%	8%	3%	5%	6%	8%	10%
£0-£399,999	554	49	53	13	46	124	33	216	551	3	*	*	3	279	275
	46%	41%	51%	81%	52%	40%	57%	47%	48%	9%	2%	2%	7%	48%	44%
			e		e		e		bcde						

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
£400,000 - £999,999	**84**	5	7	-	4	29	1	31	79	4	*	*	5	38	46
	7%	*4%*	*6%*	*-%*	*5%*	*9%*	*2%*	*7%*	*7%*	*14%*	*2%*	*2%*	*10%*	*7%*	*7%*
										acd					
£1,000,000 - 4,999,999	**64**	9	4	1	6	14	5	23	57	5	1	1	7	34	30
	5%	*8%*	*4%*	*4%*	*7%*	*5%*	*8%*	*5%*	*5%*	*18%*	*14%*	*7%*	*15%*	*6%*	*5%*
										a	a		a		
£5,000,000 +	**5**	*	2	-	*	1	1	2	1	1	1	2	4	3	3
	****%***	**%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	**%*	*4%*	*16%*	*18%*	*9%*	**%*	**%*
										a	**ab**	**ab**	a		

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

C2a. Revenue
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Up to £49,999	140	140	-	-	-	126	14	59	67	14	99	24	11	-	2	-	-
	12%	24%	-%	-%	-%	13%	6%	17%	11%	6%	14%	11%	8%	-%	7%	-%	-%
		bc				b		bc	c		df	df	d		d		
£50,000 - £99,999	154	154	-	-	-	131	23	62	69	23	119	18	8	5	-	3	-
	13%	27%	-%	-%	-%	14%	10%	18%	11%	10%	17%	9%	6%	8%	-%	16%	-%
		bc						bc			bcde	e		e		ce	
£100,000 - £199,999	130	130	-	-	-	115	16	39	76	16	79	15	23	7	3	-	-
	11%	22%	-%	-%	-%	12%	7%	11%	12%	7%	11%	7%	16%	11%	8%	-%	-%
		bc				b		c	c		f		bf	f			
£200,000 - £299,999	95	95	-	-	-	70	25	22	48	25	56	11	17	2	2	3	-
	8%	16%	-%	-%	-%	7%	11%	6%	8%	11%	8%	5%	12%	4%	6%	19%	-%
		bc											bd			abde	
£300,000 - £399,999	35	35	-	-	-	26	8	9	18	8	21	8	3	1	2	-	-
	3%	6%	-%	-%	-%	3%	3%	3%	3%	3%	3%	4%	2%	2%	6%	-%	-%
		bc															
£400,000 - £499,999	26	26	-	-	-	20	6	8	11	6	15	9	2	*	*	-	-
	2%	4%	-%	-%	-%	2%	3%	3%	2%	3%	2%	4%	1%	*%	1%	-%	-%
		c															
£500,000 - £749,999	35	-	35	-	-	23	13	4	18	13	10	12	6	3	4	1	-
	3%	-%	61%	-%	-%	2%	5%	1%	3%	5%	1%	6%	4%	4%	12%	5%	-%
			ac				a			a		a	a	a	ac		
£750,000 - £999,999	22	-	22	-	-	12	10	4	8	10	7	3	6	2	3	*	-
	2%	-%	39%	-%	-%	1%	4%	1%	1%	4%	1%	2%	5%	3%	9%	1%	-%
			ac				a			ab			a		ab		
£1,000,000 - £1,499,999	30	-	-	30	-	22	8	2	19	8	12	8	3	5	1	-	-
	2%	-%	-%	46%	-%	2%	3%	1%	3%	3%	2%	4%	2%	8%	3%	-%	-%
				ab					a	a				ac			
£1,500,000 - £1,999,999	16	-	-	16	-	9	8	3	6	8	8	1	3	1	2	*	-
	1%	-%	-%	26%	-%	1%	3%	1%	1%	3%	1%	1%	2%	2%	7%	1%	-%
				ab			a			ab					ab		
£2,000,000 - £4,999,999	18	-	-	18	-	12	5	4	9	5	7	3	1	5	*	*	-
	1%	-%	-%	28%	-%	1%	2%	1%	1%	2%	1%	1%	*%	9%	1%	3%	-%
				ab										abc			
£5,000,000 +	5	-	-	-	5	1	4	*	1	4	1	*	1	1	1	1	-
	*%	-%	-%	-%	100%	*%	2%	*%	*%	2%	*%	*%	1%	1%	4%	8%	-%
							a			ab				a	ab	abcd	
Don't know / not sure	380	-	-	-	-	303	77	89	214	77	209	78	44	24	10	7	3
	32%	-%	-%	-%	-%	32%	32%	26%	34%	32%	29%	37%	31%	40%	30%	41%	100%
									a			a		a			
Refused	113	-	-	-	-	91	22	35	56	22	69	22	13	4	2	1	-
	9%	-%	-%	-%	-%	9%	9%	10%	9%	9%	10%	10%	9%	7%	5%	6%	-%
£0-£399,999	554	554	-	-	-	468	86	189	278	86	374	76	63	15	9	6	-
	46%	96%	-%	-%	-%	49%	36%	56%	45%	36%	53%	36%	44%	25%	28%	36%	-%
		bc				b		bc	c		bdef		de				
£400,000 - £999,999	84	26	57	-	-	54	29	17	38	29	32	24	15	5	7	1	-
	7%	4%	100%	-%	-%	6%	12%	5%	6%	12%	4%	11%	10%	8%	22%	5%	-%
		c	ac				a			ab		a	a		abcdf		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g
Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
£1,000,000 - 4,999,999	**64**	-	-	64	-	43	21	9	34	21	27	12	7	11	4	1	-
	5%	*-%*	*-%*	*100%*	*-%*	*4%*	*9%*	*3%*	*6%*	*9%*	*4%*	*6%*	*5%*	*19%*	*11%*	*4%*	*-%*
				ab			a		a	a				**abcf**	a		
£5,000,000 +	**5**	-	-	-	5	1	4	*	1	4	1	*	1	1	1	1	-
	****%***	*-%*	*-%*	*-%*	*100%*	**%*	*2%*	**%*	**%*	*2%*	**%*	**%*	*1%*	*1%*	*4%*	*8%*	*-%*
							a			**ab**				a	**ab**	**abcd**	

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

Ofcom; Business Postal Tracker
Table 3 (continuation)

C2a. Revenue
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Up to £49,999	140	68	11	*	-	-	134	6	132	8	109	30	*
	12%	14%	18%	*%	-%	-%	12%	5%	13%	5%	12%	10%	6%
		c	c				b		b				
£50,000 - £99,999	154	56	8	5	3	2	150	4	146	9	117	37	-
	13%	11%	12%	13%	13%	9%	14%	4%	14%	6%	13%	13%	-%
							b		b				
£100,000 - £199,999	130	58	4	6	3	-	117	14	114	16	102	28	*
	11%	12%	7%	16%	12%	-%	11%	13%	11%	10%	11%	10%	6%
£200,000 - £299,999	95	36	4	7	4	4	83	11	77	18	70	24	*
	8%	7%	7%	18%	18%	16%	8%	11%	7%	12%	8%	9%	6%
				a									
£300,000 - £399,999	35	18	1	2	-	-	31	4	29	6	26	9	-
	3%	4%	2%	4%	-%	-%	3%	3%	3%	4%	3%	3%	-%
£400,000 - £499,999	26	12	1	-	1	-	21	6	18	8	12	14	-
	2%	3%	2%	-%	6%	-%	2%	5%	2%	5%	1%	5%	-%
								a		a		a	
£500,000 - £749,999	35	18	3	1	3	-	27	8	25	11	21	14	-
	3%	4%	5%	2%	11%	-%	2%	8%	2%	7%	2%	5%	-%
								a		a		a	
£750,000 - £999,999	22	12	1	*	3	2	19	3	17	6	12	10	-
	2%	2%	2%	*%	12%	7%	2%	3%	2%	4%	1%	3%	-%
												a	
£1,000,000 - £1,499,999	30	11	1	3	-	2	25	5	22	7	17	10	3
	2%	2%	1%	7%	-%	8%	2%	5%	2%	5%	2%	3%	37%
£1,500,000 - £1,999,999	16	8	*	1	-	-	14	3	13	3	11	5	-
	1%	2%	*%	1%	-%	-%	1%	3%	1%	2%	1%	2%	-%
£2,000,000 - £4,999,999	18	1	*	3	*	3	12	5	12	6	12	5	2
	1%	*%	1%	7%	1%	12%	1%	5%	1%	4%	1%	2%	22%
				a				a		a			
£5,000,000 +	5	3	*	*	1	*	5	*	4	1	3	3	-
	*%	1%	1%	1%	3%	1%	*%	*%	*%	1%	*%	1%	-%
Don't know / not sure	380	153	18	8	3	11	354	26	338	42	301	77	2
	32%	31%	29%	21%	13%	44%	32%	24%	32%	28%	33%	27%	23%
Refused	113	37	8	3	3	1	101	12	100	13	92	21	-
	9%	8%	12%	8%	12%	2%	9%	11%	10%	9%	10%	7%	-%
£0-£399,999	554	236	29	21	10	6	515	39	497	56	425	128	1
	46%	48%	46%	52%	42%	25%	47%	36%	48%	37%	47%	45%	17%
							b		b				
£400,000 - £999,999	84	43	6	1	7	2	66	17	60	24	46	38	-
	7%	9%	10%	3%	29%	7%	6%	16%	6%	16%	5%	13%	-%
								a		a		a	
£1,000,000 - 4,999,999	64	19	1	6	*	5	51	13	48	16	40	19	5
	5%	4%	2%	16%	1%	21%	5%	12%	5%	11%	4%	7%	59%
				ab				a		a			

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
£5,000,000 +	**5**	3	*	*	1	*	5	*	4	1	3	3	-
	***%**	*1%*	*1%*	*1%*	*3%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*1%*	*-%*

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

Ofcom; Business Postal Tracker
Table 3 (continuation)

C2a. Revenue
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Up to £49,999	**140**	78	26	34	117	68	121	66	41	34	85	40	1	38	48	127	7
	12%	*12%*	*12%*	*10%*	*11%*	*10%*	*11%*	*13%*	*11%*	*13%*	*11%*	*12%*	*17%*	*13%*	*11%*	*11%*	*7%*
£50,000 - £99,999	**154**	94	20	41	149	89	150	58	41	37	94	44	-	30	49	149	11
	13%	*15%*	*9%*	*13%*	*14%*	*13%*	*13%*	*11%*	*11%*	*14%*	*12%*	*13%*	*-%*	*11%*	*12%*	*13%*	*11%*
		b															
£100,000 - £199,999	**130**	59	42	27	118	80	123	59	35	22	89	36	*	35	28	129	7
	11%	*9%*	*19%*	*8%*	*11%*	*12%*	*11%*	*11%*	*10%*	*8%*	*11%*	*10%*	*8%*	*12%*	*7%*	*11%*	*7%*
			ac													a	
£200,000 - £299,999	**95**	51	13	31	80	50	83	49	20	30	63	31	-	24	35	85	6
	8%	*8%*	*6%*	*10%*	*7%*	*8%*	*7%*	*9%*	*5%*	*11%*	*8%*	*9%*	*-%*	*8%*	*8%*	*8%*	*6%*
								e		**ace**							
£300,000 - £399,999	**35**	21	2	8	30	22	31	12	7	7	24	9	*	11	10	31	6
	3%	*3%*	*1%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*8%*	*4%*	*2%*	*3%*	*6%*
																	a
£400,000 - £499,999	**26**	19	3	4	22	12	23	12	7	6	14	8	-	7	9	23	1
	2%	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*1%*
£500,000 - £749,999	**35**	18	11	6	34	26	35	23	21	12	20	13	3	10	19	34	8
	3%	*3%*	*5%*	*2%*	*3%*	*4%*	*3%*	*4%*	*6%*	*4%*	*2%*	*4%*	*55%*	*3%*	*5%*	*3%*	*8%*
			c						**acg**								b
£750,000 - £999,999	**22**	13	2	7	20	15	20	13	5	6	15	7	-	11	7	22	3
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*-%*	*4%*	*2%*	*2%*	*3%*
£1,000,000 - £1,499,999	**30**	19	5	6	28	17	28	13	8	11	19	13	-	4	13	29	5
	2%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*4%*	*-%*	*1%*	*3%*	*3%*	*5%*
£1,500,000 - £1,999,999	**16**	7	*	9	14	10	14	7	5	4	16	5	-	4	11	16	*
	1%	*1%*	*%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*-%*	*1%*	*3%*	*1%*	*%*
				ab													
£2,000,000 - £4,999,999	**18**	13	5	1	16	12	16	7	5	2	9	6	-	1	5	16	1
	1%	*2%*	*2%*	*%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*%*	*1%*	*1%*	*1%*
		c	c														
£5,000,000 +	**5**	3	2	1	5	5	5	4	3	2	3	2	-	3	3	5	2
	%	*%*	*1%*	*%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	*1%*	*1%*	*%*	*2%*
Don't know / not sure	**380**	181	69	124	345	219	359	157	136	74	267	102	1	87	137	358	35
	32%	*28%*	*31%*	*38%*	*32%*	*33%*	*32%*	*30%*	*38%*	*28%*	*34%*	*29%*	*13%*	*30%*	*33%*	*32%*	*35%*
				a					**acdf**								
Refused	**113**	69	19	26	103	45	106	42	27	20	70	30	-	21	44	106	8
	9%	*11%*	*9%*	*8%*	*9%*	*7%*	*9%*	*8%*	*8%*	*7%*	*9%*	*9%*	*-%*	*7%*	*11%*	*9%*	*8%*
					b		b										
£0-£399,999	**554**	303	103	140	494	309	508	244	144	131	355	161	2	139	170	522	37
	46%	*47%*	*47%*	*43%*	*46%*	*46%*	*46%*	*47%*	*40%*	*49%*	*45%*	*46%*	*32%*	*49%*	*41%*	*46%*	*37%*
					e	e	e	e		e							
£400,000 - £999,999	**84**	49	17	17	76	53	79	48	33	23	50	28	3	28	34	79	13
	7%	*8%*	*8%*	*5%*	*7%*	*8%*	*7%*	*9%*	*9%*	*9%*	*6%*	*8%*	*55%*	*10%*	*8%*	*7%*	*12%*
								g									b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
£1,000,000 - 4,999,999	**64**	38	10	16	58	39	58	26	18	17	43	23	-	9	28	62	5
	5%	*6%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*7%*	*-%*	*3%*	*7%*	*5%*	*5%*
												c					
£5,000,000 +	**5**	3	2	1	5	5	5	4	3	2	3	2	-	3	3	5	2
	%	*%*	*1%*	*%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	*1%*	*1%*	*%*	*2%*

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

Ofcom; Business Postal Tracker
Table 3 (continuation)

C2a. Revenue
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Up to £49,999	140	107	83	10	2	125	123	96	125	86	126	5	69	124	14	23	109	6
	12%	12%	11%	16%	12%	11%	11%	10%	11%	9%	11%	81%	10%	11%	8%	14% c	12% c	5%
£50,000 - £99,999	154	110	102	6	5	139	150	131	153	117	154	-	97	147	13	15	118	19
	13%	12%	14%	9%	30%	13%	13%	13%	13%	13%	13%	-%	14% c	13% c	8%	9%	13%	16%
£100,000 - £199,999	130	110	75	13	2	115	129	127	129	109	129	-	96	129	18	27	91	12
	11%	12%	10%	20% c	14%	10%	11%	13%	11%	12%	11%	-%	14%	11%	11%	16% b	10%	11%
£200,000 - £299,999	95	65	55	2	1	91	95	73	95	77	94	-	51	92	16	12	72	11
	8%	7%	7%	3%	9%	8%	8%	7%	8%	8%	8%	-%	7%	8%	10%	7%	8%	9%
£300,000 - £399,999	35	22	22	*	-	34	35	26	35	28	34	-	23	35	10	6	22	6
	3%	2%	3%	1%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	6% b	4%	2%	5%
£400,000 - £499,999	26	19	15	3	-	23	26	20	26	20	26	-	13	26	4	8	12	6
	2%	2%	2%	4%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	2%	5% b	1%	5% b
£500,000 - £749,999	35	25	27	2	*	33	34	31	34	34	35	-	30	35	9	5	20	10
	3%	3%	4%	2%	3%	3%	3%	3%	3%	4%	3%	-%	4%	3%	5%	3%	2%	8% b
£750,000 - £999,999	22	19	11	2	-	20	22	19	22	20	22	-	13	20	5	3	18	2
	2%	2%	2%	3%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	2%	2%	1%
£1,000,000 - £1,499,999	30	23	16	-	-	27	30	26	30	26	28	-	15	29	8	1	25	3
	2%	3%	2%	-%	-%	2%	3%	3%	3%	3%	2%	-%	2%	3%	5% a	1%	3%	3%
£1,500,000 - £1,999,999	16	16	7	3	-	13	16	16	16	16	16	-	11	14	4	4	10	3
	1%	2%	1%	5% c	-%	1%	1%	2%	1%	2%	1%	-%	2%	1%	3%	2%	1%	2%
£2,000,000 - £4,999,999	18	12	8	-	-	16	18	18	18	17	18	-	12	18	4	5	12	1
	1%	1%	1%	-%	-%	1%	2%	2%	2%	2%	2%	-%	2%	2%	2%	3%	1%	1%
£5,000,000 +	5	4	4	1	-	5	5	5	5	4	5	-	4	5	1	1	4	1
	*%	*%	1%	1%	-%	*%	*%	1%	*%	*%	*%	-%	1%	*%	1%	*%	*%	1%
Don't know / not sure	380	273	244	14	5	350	372	310	374	292	372	1	218	366	44	47	306	26
	32%	31%	33%	23%	32%	32%	32%	31%	32%	31%	32%	19%	31%	32%	26%	29%	34% c	22%
Refused	113	78	69	7	*	103	111	90	112	87	111	-	52	109	17	8	94	11
	9%	9%	9%	12%	1%	9%	10%	9%	10%	9%	9%	-%	7%	10%	10%	5%	10% a	10%
£0-£399,999	554	414	337	30	11	503	531	452	536	417	536	5	337	527	70	82	412	55
	46%	47%	46%	49%	65%	46%	46%	46%	46%	45%	46%	81%	48%	46%	42%	50%	45%	47%
£400,000 - £999,999	84	63	53	6	*	77	82	69	82	74	84	-	56	81	18	16	50	17
	7%	7%	7%	10%	3%	7%	7%	7%	7%	8%	7%	-%	8%	7%	11%	10% b	6%	15% b

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
£1,000,000 - 4,999,999	**64**	51	31	3	-	56	64	60	64	60	63	-	39	61	16	10	47	7
	5%	*6%*	*4%*	*5%*	*-%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*-%*	*6%*	*5%*	*10%* **ab**	*6%*	*5%*	*6%*
£5,000,000 +	**5**	4	4	1	-	5	5	5	5	4	5	-	4	5	1	1	4	1
	****%***	**%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	**%*	**%*	*1%*

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

Ofcom; Business Postal Tracker
Table 3 (continuation)

C2a. Revenue
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Up to £49,999	**140**	12	9	118	71	69	124	16	109	12	19	121	5	18
	12%	*12%*	*14%*	*12%*	*10%*	*15%* a	*11%*	*14%*	*12%*	*17%*	*9%*	*12%*	*12%*	*11%*
£50,000 - £99,999	**154**	14	13	127	98	56	135	19	113	6	38	116	1	28
	13%	*13%*	*21%* c	*12%*	*13%*	*12%*	*12%*	*17%*	*12%*	*8%*	*17%* b	*12%*	*3%*	*17%* a
£100,000 - £199,999	**130**	11	8	110	82	49	122	9	99	11	25	105	7	15
	11%	*10%*	*13%*	*11%*	*11%*	*10%*	*11%*	*8%*	*11%*	*15%*	*12%*	*11%*	*20%* b	*9%*
£200,000 - £299,999	**95**	9	6	80	43	53	90	5	74	4	21	73	3	10
	8%	*8%*	*10%*	*8%*	*6%*	*11%* a	*8%*	*5%*	*8%*	*6%*	*10%*	*8%*	*9%*	*6%*
£300,000 - £399,999	**35**	3	-	31	24	11	31	3	28	4	9	26	-	3
	3%	*3%*	*-%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*6%*	*4%*	*3%*	*-%*	*2%*
£400,000 - £499,999	**26**	5	*	20	20	7	21	5	22	2	4	22	*	10
	2%	*5%* c	*1%*	*2%*	*3%*	*1%*	*2%*	*5%*	*2%*	*3%*	*2%*	*2%*	*1%*	*6%*
£500,000 - £749,999	**35**	8	*	27	30	5	35	*	27	3	9	26	2	4
	3%	*8%* bc	**%*	*3%*	*4%* b	*1%*	*3%*	**%*	*3%*	*5%*	*4%*	*3%*	*5%*	*3%*
£750,000 - £999,999	**22**	3	*	19	12	10	22	-	17	2	8	14	2	6
	2%	*3%*	**%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*3%*	*4%* b	*1%*	*5%*	*4%*
£1,000,000 - £1,499,999	**30**	3	1	26	18	12	30	-	21	3	7	20	2	10
	2%	*3%*	*1%*	*3%*	*2%*	*2%*	*3%*	*-%*	*2%*	*4%*	*3%*	*2%*	*6%*	*6%*
£1,500,000 - £1,999,999	**16**	4	*	12	11	5	16	-	10	1	2	14	2	2
	1%	*4%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*6%*	*1%*
£2,000,000 - £4,999,999	**18**	3	*	12	14	4	18	-	16	*	3	13	2	4
	1%	*3%*	**%*	*1%*	*2%*	*1%*	*2%*	*-%*	*2%*	**%*	*1%*	*1%*	*6%*	*2%*
£5,000,000 +	**5**	1	*	4	3	2	5	-	3	1	2	3	1	2
	****%***	*1%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*1%*	*1%*	**%*	*2%*	*1%*
Don't know / not sure	**380**	19	25	335	229	151	341	39	313	15	55	323	5	45
	32%	*18%*	*39%* a	*33%* a	*31%*	*32%*	*31%*	*35%*	*33%*	*22%*	*25%*	*33%* a	*14%*	*27%*
Refused	**113**	9	1	103	74	39	99	14	87	3	14	99	3	9
	9%	*8%* b	*1%*	*10%* b	*10%*	*8%*	*9%*	*13%*	*9%*	*5%*	*7%*	*10%*	*9%*	*5%*
£0-£399,999	**554**	49	37	467	317	237	501	53	422	36	112	440	16	74
	46%	*47%*	*57%*	*45%*	*44%*	*50%* a	*46%*	*47%*	*45%*	*53%*	*51%*	*45%*	*44%*	*45%*
£400,000 - £999,999	**84**	16	1	67	62	22	78	5	66	8	22	61	4	20
	7%	*16%* bc	*1%*	*6%*	*8%* b	*5%*	*7%*	*5%*	*7%*	*12%*	*10%* b	*6%*	*11%*	*12%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
£1,000,000 - 4,999,999	**64**	10	1	50	43	21	64	-	47	4	12	47	7	16
	5%	*10%*	*2%*	*5%*	*6%*	*4%*	*6%*	*-%*	*5%*	*6%*	*6%*	*5%*	*19%*	*10%*
		c					b							
£5,000,000 +	**5**	1	*	4	3	2	5	-	3	1	2	3	1	2
	***%**	*1%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*1%*	*%*	*2%*	*1%*

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

C2a. Revenue
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Up to £49,999	140	18	1	10	22	13	5	12	20	22	9	28
	12%	10%	23%	10%	13%	9%	9%	12%	8%	18% b	7%	20% b
£50,000 - £99,999	154	22	-	11	17	19	13	13	34	20	14	14
	13%	13%	-%	11%	10%	13%	23%	13%	14%	16%	10%	10%
£100,000 - £199,999	130	19	-	10	19	13	7	13	28	10	13	18
	11%	11%	-%	10%	11%	9%	12%	14%	11%	8%	10%	13%
£200,000 - £299,999	95	10	2	2	11	12	4	6	27	9	9	16
	8%	6%	37%	2%	7%	8% a	7%	6%	11%	8%	7%	11%
£300,000 - £399,999	35	2	-	3	2	3	2	3	16	-	2	4
	3%	1%	-%	3%	1%	2%	3%	3%	6%	-%	2%	3% a
£400,000 - £499,999	26	10	-	2	3	*	-	3	8	5	1	4
	2%	6%	-%	2%	2%	*%	-%	3%	3%	4%	1%	3%
£500,000 - £749,999	35	6	-	*	4	3	*	6	11	7	1	3
	3%	3%	-%	*%	3%	2%	*%	7%	4%	5%	1%	2%
£750,000 - £999,999	22	8	*	*	6	-	2	1	7	1	3	2
	2%	5%	3%	*%	4% c	-%	3%	1%	3%	1%	2%	1%
£1,000,000 - £1,499,999	30	10	-	1	4	5	2	*	5	7	4	2
	2%	6%	-%	1%	2%	3%	4%	*%	2%	6% c	3%	1%
£1,500,000 - £1,999,999	16	2	2	3	*	4	-	-	5	*	2	3
	1%	1%	37%	3% b	*%	3% b	-%	-%	2%	*%	1%	2%
£2,000,000 - £4,999,999	18	6	-	7	1	2	*	2	*	3	-	3
	1%	3%	-%	7% bc	*%	2%	*%	2%	*%	2%	-%	2%
£5,000,000 +	5	2	-	1	1	*	*	1	1	*	*	1
	*%	1%	-%	1%	1%	*%	*%	1%	*%	*%	*%	1%
Don't know / not sure	380	47	-	40	63	49	17	32	67	29	47	35
	32%	27%	-%	40%	39%	35%	31%	33%	27%	24%	36% ac	24%
Refused	113	12	-	9	11	18	4	5	18	9	26	12
	9%	7%	-%	9%	7%	13%	8%	6%	7%	7%	20% ac	8%
£0-£399,999	554	73	4	35	70	59	30	46	124	61	47	81
	46%	41%	60%	35%	43%	42%	53%	48%	50%	51% b	35%	56% b
£400,000 - £999,999	84	24	*	3	13	3	2	11	26	12	6	8
	7%	14%	3%	3%	8% c	2%	3%	11%	11%	10%	4%	6%
£1,000,000 - 4,999,999	64	18	2	11	4	11	2	2	10	10	6	8
	5%	10%	37%	11% b	3%	8%	4%	2%	4%	8%	4%	5%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C2a. Revenue
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
£5,000,000 +	**5**	2	-	1	1	*	*	1	1	*	*	1
	***%**	*1%*	*-%*	*1%*	*1%*	**%*	**%*	*1%*	**%*	**%*	**%*	*1%*

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

Ofcom; Business Postal Tracker
Table 4

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
East of England	**72**	72	-	-	-	-	-	-	-	-	-	-	-	72
	6%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*
		bcdefgh ijklm												**bcdefgh ijkl**
East Midlands	**123**	-	123	-	-	-	-	-	-	-	-	-	-	123
	10%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*12%*
			acdefghi jklm											**acdefgh ijkl**
Greater London	**134**	-	-	134	-	-	-	-	-	-	-	-	-	134
	11%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*13%*
				abdefgh ijklm										**abdefgh ijkl**
North East	**70**	-	-	-	70	-	-	-	-	-	-	-	-	70
	6%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	*7%*
					abcefghijk lm									**abcefgh ijkl**
North West	**86**	-	-	-	-	86	-	-	-	-	-	-	-	86
	7%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*8%*
						abcdfghijk lm								**abcdfgh ijkl**
South East	**188**	-	-	-	-	-	188	-	-	-	-	-	-	188
	16%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*18%*
							abcdeghijk lm							**abcdegh ijkl**
South West	**182**	-	-	-	-	-	-	182	-	-	-	-	-	182
	15%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	*18%*
								abcdefhijk lm						**abcdefh ijkl**
West Midlands	**93**	-	-	-	-	-	-	-	93	-	-	-	-	93
	8%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*9%*
									abcdefgi jklm					**abcdefg ijkl**
Yorkshire and The Humber	**84**	-	-	-	-	-	-	-	-	84	-	-	-	84
	7%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*8%*
										abcdefghj klm				**abcdefg hjkl**
Scotland	**57**	-	-	-	-	-	-	-	-	-	57	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
											abcdefgh iklm			
Wales	**61**	-	-	-	-	-	-	-	-	-	-	61	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
												abcdefghij lm		
Northern Ireland	**50**	-	-	-	-	-	-	-	-	-	-	-	50	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
													abcdefgh ijkm	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
England	**1032**	72	123	134	70	86	188	182	93	84	-	-	-	1032
	86%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*100%*
		jkl	**jkl**	**jkl**	**jkl**	**jkl**	**jkl**	**jkl**	**jkl**	**jkl**				**jkl**
North	**240**	-	-	-	70	86	-	-	-	84	-	-	-	240
	20%	*-%*	*-%*	*-%*	*100%*	*100%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*23%*
					abcfghjklmabcfghjklm					**abcfghjkl**				**abcfghj**
										m				**kl**
Mids	**288**	72	123	-	-	-	-	-	93	-	-	-	-	288
	24%	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*28%*
		cdefgijcdefgijk							**cdefgijk**					**cdefgij**
		klm	**lm**						**lm**					**kl**
South	**504**	-	-	134	-	-	188	182	-	-	-	-	-	504
	42%	*-%*	*-%*	*100%*	*-%*	*-%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*49%*
				abdehij			**abdehijklmabdehijklm**							**abdehij**
				klm										**kl**
Urban	**577**	22	78	129	36	44	95	46	54	33	15	12	15	535
	48%	*30%*	*63%*	*96%*	*51%*	*51%*	*50%*	*25%*	*58%*	*39%*	*26%*	*19%*	*30%*	*52%*
			agijklmabdefgh		**agjkl**	**agjkl**	**agjkl**		**agijkl**	**jk**			k	**agijkl**
				ijklm										
Rural	**623**	50	45	5	34	43	93	136	39	51	42	49	35	497
	52%	*70%*	*37%*	*4%*	*49%*	*49%*	*50%*	*75%*	*42%*	*61%*	*74%*	*81%*	*70%*	*48%*
		bcdefhm	c		c	c	c	**bcdefhm**	c	**bchmbcdefhim**		**bcdefhilm**	**bcdefhm**	**bc**

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

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
East of England	72	9	12	2	2	17	3	23	69	2	*	1	3	22	50
	6%	8%	11%	12%	2%	6%	6%	5%	6%	7%	4%	6%	7%	4%	8%
			dg												a
East Midlands	123	8	14	*	11	34	5	41	118	2	1	2	5	78	45
	10%	7%	14%	1%	13%	11%	8%	9%	10%	7%	10%	19%	10%	13%	7%
												abe		b	
Greater London	134	-	3	-	10	25	10	81	132	3	-	-	3	129	5
	11%	-%	3%	-%	11%	8%	17%	17%	11%	9%	-%	-%	5%	22%	1%
					ab	a	abe	abe	cde	cd				b	
North East	70	14	2	1	9	15	6	22	67	1	2	*	3	36	34
	6%	11%	2%	8%	10%	5%	11%	5%	6%	4%	19%	5%	7%	6%	6%
		beg			b		b				abde				
North West	86	10	5	1	9	24	3	31	81	3	1	1	5	44	43
	7%	8%	5%	7%	10%	8%	4%	7%	7%	11%	10%	8%	10%	8%	7%
South East	188	8	16	5	11	58	7	75	181	4	2	1	7	95	93
	16%	7%	15%	31%	13%	19%	12%	16%	16%	14%	18%	18%	15%	16%	15%
			a			a		a							
South West	182	25	15	3	8	50	10	66	180	2	-	*	2	46	136
	15%	21%	14%	17%	9%	16%	17%	14%	16%	6%	-%	2%	4%	8%	22%
		d							bcde						a
West Midlands	93	10	15	-	9	25	1	31	89	2	1	1	4	54	39
	8%	8%	14%	-%	10%	8%	2%	7%	8%	8%	14%	6%	9%	9%	6%
			fg												
Yorkshire and The Humber	84	11	11	1	3	19	6	28	80	2	*	1	4	33	51
	7%	9%	11%	8%	3%	6%	10%	6%	7%	7%	2%	16%	8%	6%	8%
			d									ac			
Scotland	57	10	3	2	6	12	2	23	53	2	1	1	4	15	42
	5%	8%	2%	11%	6%	4%	3%	5%	5%	7%	10%	8%	8%	3%	7%
													a		a
Wales	61	9	4	*	7	13	2	24	57	3	1	*	4	12	49
	5%	8%	4%	3%	8%	4%	4%	5%	5%	10%	8%	5%	8%	2%	8%
										a			a		a
Northern Ireland	50	6	5	*	3	14	3	18	46	3	1	1	4	15	35
	4%	5%	5%	3%	4%	5%	5%	4%	4%	10%	7%	6%	9%	3%	6%
										a			a		a
England	1032	94	92	14	73	270	52	398	996	22	7	7	36	535	497
	86%	79%	89%	84%	82%	87%	88%	86%	86%	73%	76%	81%	75%	93%	80%
			a			a			bce					b	
North	240	35	18	4	21	59	15	81	228	7	3	2	12	112	128
	20%	29%	17%	23%	23%	19%	25%	18%	20%	22%	30%	29%	25%	19%	20%
		beg													
Mids	288	27	40	2	22	77	9	95	276	7	3	3	12	153	135
	24%	23%	39%	14%	25%	25%	16%	21%	24%	22%	28%	32%	25%	27%	22%
			adefg											b	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
South	**504**	33	34	8	30	134	27	221	492	9	2	2	12	269	235
	42%	*27%*	*32%*	*48%*	*33%*	*43%*	*46%*	*48%*	*43%*	*29%*	*18%*	*20%*	*25%*	*47%*	*38%*
						ab	a	**abd**	**bcde**					b	
Urban	**577**	9	62	9	41	149	40	245	551	17	4	5	26	577	-
	48%	*8%*	*60%*	*57%*	*46%*	*48%*	*68%*	*53%*	*48%*	*55%*	*43%*	*64%*	*54%*	*100%*	*-%*
			ade		a	a	**adeg**	a				**ac**		b	
Rural	**623**	110	41	7	48	160	19	217	601	14	5	3	22	-	623
	52%	*92%*	*40%*	*43%*	*54%*	*52%*	*32%*	*47%*	*52%*	*45%*	*57%*	*36%*	*46%*	*-%*	*100%*
		bdefg			**bf**	**bf**		f	d		d				a

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

Ofcom; Business Postal Tracker
Table 4 (continuation)
C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
East of England	72	40	-	2	*	57	15	14	43	15	44	16	4	5	*	*	-
	6%	7%	-%	3%	3%	6%	6%	4%	7%	6%	6%	8%	3%	8%	1%	1%	-%
		b										c		ce			
East Midlands	123	64	5	9	*	94	29	32	61	29	69	26	17	6	4	1	-
	10%	11%	10%	14%	7%	10%	12%	10%	10%	12%	10%	12%	12%	9%	11%	3%	-%
Greater London	134	63	8	12	*	108	26	30	79	26	72	18	26	7	3	6	-
	11%	11%	14%	19%	7%	11%	11%	9%	13%	11%	10%	8%	18%	12%	9%	35%	-%
				a									ab			abcde	
North East	70	34	6	4	1	55	15	26	29	15	44	14	2	4	4	1	-
	6%	6%	11%	6%	15%	6%	6%	8%	5%	6%	6%	7%	2%	7%	13%	6%	-%
											c	c		c	ac		
North West	86	33	1	4	1	70	16	24	46	16	53	14	7	4	4	1	-
	7%	6%	2%	6%	11%	7%	7%	7%	7%	7%	8%	6%	5%	7%	13%	5%	-%
South East	188	96	8	12	*	153	35	55	98	35	106	23	37	11	6	*	2
	16%	16%	14%	19%	7%	16%	15%	16%	16%	15%	15%	11%	26%	18%	17%	2%	84%
											f		abf	f	f		
South West	182	94	5	6	-	148	34	49	99	34	121	38	15	*	3	3	-
	15%	16%	9%	9%	-%	15%	14%	15%	16%	14%	17%	18%	11%	*%	8%	16%	-%
											d	d	d		d	d	
West Midlands	93	45	7	7	*	74	19	37	37	19	63	17	2	4	2	*	-
	8%	8%	12%	11%	7%	8%	8%	11%	6%	8%	9%	8%	1%	7%	6%	2%	-%
								b			c	c		c			
Yorkshire and The Humber	84	31	4	2	*	66	18	22	44	18	53	11	13	4	2	1	-
	7%	5%	6%	3%	8%	7%	8%	6%	7%	8%	7%	5%	9%	7%	7%	4%	-%
Scotland	57	30	3	3	1	48	9	16	32	9	32	10	6	5	1	1	-
	5%	5%	5%	4%	13%	5%	4%	5%	5%	4%	5%	5%	4%	8%	2%	7%	-%
Wales	61	29	6	2	*	51	9	19	33	9	31	16	7	4	1	2	-
	5%	5%	10%	3%	6%	5%	4%	5%	5%	4%	4%	7%	5%	6%	3%	11%	-%
																a	
Northern Ireland	50	21	4	2	1	36	14	14	22	14	23	10	6	6	4	1	*
	4%	4%	7%	3%	16%	4%	6%	4%	4%	6%	3%	5%	4%	9%	11%	6%	16%
														a	ac		
England	1032	500	45	57	3	825	207	290	535	207	626	176	124	46	29	12	2
	86%	86%	78%	89%	65%	86%	86%	86%	86%	86%	88%	83%	87%	76%	84%	76%	84%
											df		d				
North	240	99	11	9	2	191	49	72	120	49	150	39	22	13	11	2	-
	20%	17%	20%	15%	34%	20%	20%	21%	19%	20%	21%	18%	16%	21%	32%	15%	-%
															abcf		
Mids	288	150	12	18	1	224	64	84	140	64	176	59	23	15	6	1	-
	24%	26%	21%	28%	17%	23%	27%	25%	23%	27%	25%	28%	16%	25%	18%	7%	-%
											cf	cf		f			
South	504	252	21	30	1	410	94	134	275	94	299	78	78	18	11	9	2
	42%	43%	37%	47%	14%	43%	39%	40%	44%	39%	42%	37%	55%	30%	33%	54%	84%
											d		abde			bde	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Urban	**577**	286	30	34	3	443	134	156	287	134	333	100	72	34	19	10	-
	48%	*49%*	*52%*	*54%*	*52%*	*46%*	*56%* a	*46%*	*46%*	*56%* **ab**	*47%*	*47%*	*51%*	*57%*	*54%*	*61%*	*-%*
Rural	**623**	294	28	30	3	517	106	182	335	106	379	112	70	26	16	6	3
	52%	*51%*	*48%*	*46%*	*48%*	*54%* b	*44%*	*54%* c	*54%* c	*44%*	*53%*	*53%*	*49%*	*43%*	*46%*	*39%*	*100%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
East of England	72	26	3	3	-	5	64	8	60	12	54	18	*
	6%	5%	5%	9%	-%	20%	6%	8%	6%	8%	6%	6%	3%
East Midlands	123	55	5	4	2	2	107	16	98	25	86	36	*
	10%	11%	8%	10%	7%	8%	10%	15%	9%	16% a	9%	13%	2%
Greater London	134	71	7	5	-	-	124	11	124	11	103	29	2
	11%	14%	11%	13%	-%	-%	11%	10%	12%	7%	11%	10%	31%
North East	70	21	5	1	4	*	65	5	62	8	54	16	*
	6%	4%	8%	3%	18%	1%	6%	5%	6%	5%	6%	6%	3%
North West	86	37	7	2	1	1	80	7	77	9	64	22	*
	7%	8%	11%	4%	5%	5%	7%	6%	7%	6%	7%	8%	2%
South East	188	83	5	5	*	8	172	16	160	28	142	46	-
	16%	17%	8%	13%	2%	32%	16%	15%	15%	18%	16%	16%	-%
South West	182	63	17	7	8	3	166	15	162	20	139	43	-
	15%	13%	27% a	18%	32%	13%	15%	14%	15%	13%	15%	15%	-%
West Midlands	93	35	2	6	4	*	78	15	73	20	63	28	2
	8%	7%	3%	16% ab	15%	1%	7%	14% a	7%	13% a	7%	10%	22%
Yorkshire and The Humber	84	26	4	3	4	2	76	8	74	10	61	23	-
	7%	5%	7%	7%	16%	8%	7%	8%	7%	7%	7%	8%	-%
Scotland	57	30	2	*	1	1	55	2	54	3	48	8	*
	5%	6%	4%	*%	4%	4%	5%	2%	5%	2%	5%	3%	6%
Wales	61	28	2	*	1	1	59	2	58	3	50	10	1
	5%	6%	3%	1%	2%	4%	5%	2%	6%	2%	6%	3%	13%
Northern Ireland	50	16	3	2	-	1	47	2	46	4	42	6	1
	4%	3%	5%	5%	-%	4%	4%	2%	4%	2%	5%	2%	18%
England	1032	417	55	37	23	21	931	101	889	143	765	262	5
	86%	85%	89%	94%	94%	88%	85%	94% a	85%	94% a	84%	92% a	63%
North	240	84	16	6	10	3	220	20	213	27	178	61	*
	20%	17%	26%	14%	39%	13%	20%	19%	20%	18%	20%	21%	5%
Mids	288	115	10	14	5	7	249	39	231	57	203	83	2
	24%	24%	17%	35% b	22%	29%	23%	36% a	22%	37% a	22%	29% a	27%
South	504	218	29	18	8	11	462	42	445	59	384	117	2
	42%	44%	46%	45%	33%	45%	42%	39%	43%	38%	42%	41%	31%
Urban	577	245	33	27	8	9	515	61	495	81	422	149	6
	48%	50%	53%	68% a	34%	36%	47%	57%	47%	53%	47%	52%	73%
Rural	623	247	29	13	16	15	577	46	551	72	484	137	2
	52%	50% c	47%	32%	66%	64%	53%	43%	53%	47%	53%	48%	27%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1200	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	1200	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
East of England	72	38	11	23	66	43	69	32	20	22	48	26	-	11	29	67	5
	6%	6%	5%	7%	6%	6%	6%	6%	5%	8%	6%	8%	-%	4%	7%	6%	5%
												c					
East Midlands	123	67	26	26	113	79	115	52	34	33	84	43	-	25	38	118	7
	10%	10%	12%	8%	10%	12%	10%	10%	10%	12%	11%	12%	-%	9%	9%	10%	7%
Greater London	134	70	20	38	119	89	126	63	48	20	77	23	3	58	54	124	17
	11%	11%	9%	12%	11%	13%	11%	12%	13%	8%	10%	7%	47%	20%	13%	11%	16%
						fg		f	f					a			
North East	70	41	9	21	65	35	69	26	18	12	41	17	-	15	25	68	4
	6%	6%	4%	6%	6%	5%	6%	5%	5%	5%	5%	5%	-%	5%	6%	6%	4%
North West	86	42	17	27	76	37	78	37	22	23	61	27	-	20	25	80	3
	7%	7%	8%	8%	7%	6%	7%	7%	6%	9%	8%	8%	-%	7%	6%	7%	3%
South East	188	108	39	41	167	103	170	83	56	33	135	57	1	44	54	174	21
	16%	17%	18%	13%	15%	15%	15%	16%	16%	12%	17%	16%	10%	16%	13%	15%	21%
																	a
South West	182	87	39	54	162	97	169	85	50	40	113	50	-	46	77	174	7
	15%	13%	18%	16%	15%	14%	15%	16%	14%	15%	14%	14%	-%	16%	19%	15%	7%
															c	c	
West Midlands	93	48	23	20	80	33	82	41	30	28	60	35	-	13	30	88	2
	8%	7%	11%	6%	7%	5%	7%	8%	8%	11%	8%	10%	-%	4%	7%	8%	2%
					b		b	b	b	b	b	c			c	c	
Yorkshire and The Humber	84	49	13	22	78	54	80	31	27	20	56	22	*	17	31	80	11
	7%	8%	6%	7%	7%	8%	7%	6%	7%	7%	7%	6%	4%	6%	7%	7%	11%
Scotland	57	32	5	20	52	32	53	25	16	12	39	16	1	17	17	54	6
	5%	5%	2%	6%	5%	5%	5%	5%	4%	5%	5%	5%	15%	6%	4%	5%	6%
				b													
Wales	61	34	9	19	57	38	59	26	24	12	41	18	-	14	20	57	4
	5%	5%	4%	6%	5%	6%	5%	5%	7%	5%	5%	5%	-%	5%	5%	5%	4%
Northern Ireland	50	28	7	14	47	30	47	20	17	10	33	13	1	8	17	48	14
	4%	4%	3%	4%	4%	5%	4%	4%	5%	4%	4%	4%	24%	3%	4%	4%	14%
																	ab
England	1032	550	198	272	926	569	957	451	305	231	675	299	3	248	363	973	76
	86%	86%	90%	84%	86%	85%	86%	86%	84%	87%	86%	86%	61%	87%	87%	86%	76%
			c												c	c	
North	240	132	39	69	219	126	226	94	67	55	158	66	*	51	80	227	18
	20%	21%	18%	21%	20%	19%	20%	18%	18%	21%	20%	19%	4%	18%	19%	20%	18%
Mids	288	153	61	69	259	154	265	125	84	84	192	104	-	48	97	273	14
	24%	24%	28%	21%	24%	23%	24%	24%	23%	31%	24%	30%	-%	17%	23%	24%	14%
										abcdeg		c			c	c	
South	504	265	98	133	448	289	466	232	154	93	325	129	3	149	186	473	45
	42%	41%	45%	41%	41%	43%	42%	44%	43%	35%	41%	37%	57%	52%	45%	42%	44%
						f	f	f	f					a			

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Urban	**577**	301	109	156	523	327	538	258	164	137	389	163	4	153	185	543	53
	48%	*47%*	*50%*	*48%*	*48%*	*49%*	*48%*	*49%*	*46%*	*52%*	*49%*	*47%*	*66%*	*54%*	*44%*	*48%*	*53%*
Rural	**623**	342	110	168	558	343	577	264	197	129	398	183	2	133	232	589	47
	52%	*53%*	*50%*	*52%*	*52%*	*51%*	*52%*	*51%*	*54%*	*48%*	*51%*	*53%*	*34%*	*46%*	*56%*	*52%*	*47%*

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

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
East of England	72	45	48	6	1	64	69	56	72	61	70	-	50	72	7	8	54	10
	6%	5%	7%	10%	9%	6%	6%	6%	6%	7%	6%	-%	7%	6%	4%	5%	6%	8%
East Midlands	123	88	77	7	*	114	121	107	121	89	117	-	78	119	13	18	90	15
	10%	10%	10%	11%	1%	10%	10%	11%	10%	10%	10%	-%	11%	10%	8%	11%	10%	13%
Greater London	134	105	74	3	-	127	129	114	129	103	129	3	69	115	26	15	116	3
	11%	12%	10%	4%	-%	12%	11%	12%	11%	11%	11%	42%	10%	10%	16% ab	9% c	13% c	2%
North East	70	46	47	6	-	62	70	58	70	51	69	-	38	70	6	13	50	7
	6%	5%	6%	10%	-%	6%	6%	6%	6%	6%	6%	-%	5%	6%	3%	8%	6%	6%
North West	86	65	52	4	2	79	84	65	84	63	85	-	50	82	5	7	72	8
	7%	7%	7%	7%	14%	7%	7%	7%	7%	7%	7%	-%	7%	7% c	3%	4%	8%	6%
South East	188	134	116	13	5	170	185	148	185	156	188	-	118	183	41	36	127	22
	16%	15%	16%	20%	30%	16%	16%	15%	16%	17%	16%	-%	17%	16%	25% ab	22% b	14%	19%
South West	182	129	115	5	-	169	174	154	177	142	174	2	105	174	15	23	134	22
	15%	15%	16%	9%	-%	15%	15%	16%	15%	15%	15%	37%	15% c	15% c	9%	14%	15%	19%
West Midlands	93	76	50	5	3	80	92	70	92	74	93	-	54	90	10	18	65	10
	8%	9%	7%	9%	19%	7%	8%	7%	8%	8%	8%	-%	8%	8%	6%	11%	7%	8%
Yorkshire and The Humber	84	68	50	4	3	77	80	69	80	64	81	1	46	81	14	9	68	6
	7%	8%	7%	7%	16%	7%	7%	7%	7%	7%	7%	19%	6%	7%	8%	6%	7%	5%
Scotland	57	41	38	2	-	52	53	50	55	45	56	-	33	55	8	7	44	5
	5%	5%	5%	4%	-%	5%	5%	5%	5%	5%	5%	-%	5%	5%	5%	4%	5%	5%
Wales	61	50	37	2	1	55	59	51	60	47	58	*	38	60	5	7	48	6
	5%	6%	5%	3%	5%	5%	5%	5%	5%	5%	5%	2%	5%	5%	3%	4%	5%	5%
Northern Ireland	50	34	36	4	1	43	49	44	49	37	49	-	27	48	16	4	43	3
	4%	4%	5%	6%	6%	4%	4%	4%	4%	4%	4%	-%	4%	4%	10% ab	2%	5%	3%
England	1032	757	629	53	15	943	1004	841	1010	803	1006	6	607	986	137	147	777	103
	86%	86%	85%	87%	89%	86%	86%	85%	86%	86%	86%	98%	86%	86%	82%	90%	85%	87%
North	240	180	149	15	5	218	234	192	234	178	235	1	133	233	25	29	191	21
	20%	20%	20%	24%	31%	20%	20%	19%	20%	19%	20%	19%	19%	20%	15%	17%	21%	18%
Mids	288	210	175	18	5	258	281	233	285	224	280	-	183	281	29	44	209	35
	24%	24%	24%	29%	29%	24%	24%	24%	24%	24%	24%	-%	26% c	24% c	18%	27%	23%	30%
South	504	368	304	20	5	466	489	416	491	401	491	5	291	472	83	74	378	47
	42%	42%	41%	33%	30%	43%	42%	42%	42%	43%	42%	79%	41%	41%	50% ab	45%	41%	40%
Urban	577	421	346	30	9	525	561	476	563	459	565	3	345	542	94	85	434	55
	48%	48%	47%	49%	52%	48%	48%	48%	48%	49%	48%	42%	49%	47%	56% b	51%	48%	47%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Rural	**623**	461	393	32	8	568	604	509	611	474	605	4	360	607	73	80	478	62
	52%	*52%*	*53%*	*51%*	*48%*	*52%*	*52%*	*52%*	*52%*	*51%*	*52%*	*58%*	*51%*	*53%*	*44%*	*49%*	*52%*	*53%*
														c				

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

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
East of England	**72**	6	5	61	47	25	67	5	60	3	12	60	2	12
	6%	*6%*	*7%*	*6%*	*7%*	*5%*	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	*6%*	*7%*
East Midlands	**123**	14	6	102	78	45	112	11	96	5	18	105	3	20
	10%	*13%*	*10%*	*10%*	*11%*	*9%*	*10%*	*10%*	*10%*	*7%*	*8%*	*11%*	*9%*	*12%*
Greater London	**134**	7	2	125	83	51	124	10	86	13	37	94	5	20
	11%	*7%*	*4%*	*12%* b	*11%*	*11%*	*11%*	*9%*	*9%*	*19%* a	*17%* b	*10%*	*15%*	*12%*
North East	**70**	5	5	59	37	33	65	5	62	4	10	60	3	13
	6%	*5%*	*8%*	*6%*	*5%*	*7%*	*6%*	*5%*	*7%*	*6%*	*4%*	*6%*	*9%*	*8%*
North West	**86**	9	5	73	47	40	74	12	62	3	14	72	1	12
	7%	*9%*	*7%*	*7%*	*6%*	*8%*	*7%*	*11%*	*7%*	*5%*	*6%*	*7%*	*4%*	*7%*
South East	**188**	18	3	165	114	74	183	5	154	7	29	159	5	23
	16%	*18%* b	*4%*	*16%* b	*16%*	*16%*	*17%* b	*5%*	*16%*	*11%*	*13%*	*16%*	*14%*	*14%*
South West	**182**	20	20	142	113	69	156	26	135	15	35	147	3	23
	15%	*20%*	*30%* c	*14%*	*16%*	*15%*	*14%*	*23%* a	*14%*	*21%*	*16%*	*15%*	*7%*	*14%*
West Midlands	**93**	5	7	79	63	30	80	13	72	6	10	82	7	14
	8%	*5%*	*11%*	*8%*	*9%*	*6%*	*7%*	*12%*	*8%*	*9%*	*5%*	*8%*	*19%* b	*8%*
Yorkshire and The Humber	**84**	10	3	71	51	33	76	7	69	5	27	57	3	11
	7%	*9%*	*4%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*12%* b	*6%*	*7%*	*7%*
Scotland	**57**	2	5	50	29	27	51	6	49	3	8	48	1	7
	5%	*2%*	*7%*	*5%*	*4%*	*6%*	*5%*	*6%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*
Wales	**61**	5	2	53	32	29	56	5	49	2	11	49	1	7
	5%	*5%*	*4%*	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*
Northern Ireland	**50**	1	2	47	33	17	45	5	43	1	7	41	1	5
	4%	*1%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*1%*	*3%*	*4%*	*3%*	*3%*
England	**1032**	95	56	877	633	399	937	95	796	62	192	835	33	148
	86%	*92%*	*86%*	*85%*	*87%*	*84%*	*86%*	*85%*	*85%*	*91%*	*88%*	*86%*	*89%*	*89%*
North	**240**	24	12	203	134	106	215	25	193	12	50	189	8	36
	20%	*23%*	*19%*	*20%*	*18%*	*22%*	*20%*	*22%*	*21%*	*18%*	*23%*	*19%*	*20%*	*22%*
Mids	**288**	25	18	243	189	99	259	29	228	15	40	246	12	46
	24%	*25%*	*28%*	*24%*	*26%* b	*21%*	*24%*	*26%*	*24%*	*21%*	*18%*	*25%* a	*33%*	*27%*
South	**504**	46	25	431	310	194	463	41	375	35	102	400	13	66
	42%	*44%*	*38%*	*42%*	*43%*	*41%*	*43%*	*37%*	*40%*	*51%*	*47%*	*41%*	*36%*	*39%*
Urban	**577**	42	26	508	342	235	529	48	433	36	126	445	19	89
	48%	*40%*	*40%*	*50%*	*47%*	*50%*	*49%*	*43%*	*46%*	*53%*	*58%* b	*46%*	*50%*	*53%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Rural	**623**	62	39	518	386	238	560	63	505	32	92	529	18	78
	52%	*60%*	*60%*	*50%*	*53%*	*50%*	*51%*	*57%*	*54%*	*47%*	*42%*	*54%* a	*50%*	*47%*

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

Ofcom; Business Postal Tracker
Table 4 (continuation)

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
East of England	72	12	1	7	9	8	5	8	2	6	11	15
	6%	7%	23%	7%	5%	6%	9%	9%	1%	5%	8%	10%
							c	c				
East Midlands	123	22	-	14	18	10	10	13	22	15	15	5
	10%	13%	-%	14%	11%	7%	18%	14%	9%	13%	11%	3%
										c	c	
Greater London	134	18	-	13	15	14	3	19	27	8	19	17
	11%	10%	-%	13%	9%	10%	5%	20%	11%	7%	14%	11%
								ac			a	
North East	70	15	-	3	17	8	-	3	17	9	3	10
	6%	8%	-%	3%	11%	6%	-%	3%	7%	8%	2%	7%
					a				a	b		
North West	86	10	-	5	11	10	1	6	24	12	12	4
	7%	6%	-%	5%	7%	7%	2%	7%	10%	10%	9%	3%
										c	c	
South East	188	23	5	17	25	22	17	14	34	16	19	24
	16%	13%	74%	17%	16%	16%	29%	15%	14%	14%	14%	16%
							bc					
South West	182	26	-	12	24	27	3	8	44	17	24	24
	15%	15%	-%	12%	15%	19%	5%	8%	18%	14%	18%	17%
									ab			
West Midlands	93	19	*	9	9	14	5	7	22	8	8	12
	8%	11%	3%	9%	5%	10%	9%	7%	9%	7%	6%	8%
Yorkshire and The Humber	84	11	-	8	13	6	4	5	19	8	10	10
	7%	6%	-%	8%	8%	5%	7%	5%	8%	7%	8%	7%
Scotland	57	7	-	4	8	8	2	4	12	7	6	7
	5%	4%	-%	4%	5%	6%	4%	4%	5%	6%	4%	5%
Wales	61	7	-	5	7	7	2	4	14	8	3	11
	5%	4%	-%	5%	4%	5%	4%	4%	6%	7%	2%	8%
Northern Ireland	50	6	-	4	7	7	4	6	9	4	3	6
	4%	3%	-%	4%	4%	5%	6%	6%	4%	4%	2%	4%
England	1032	155	6	87	140	119	48	84	212	100	120	121
	86%	88%	100%	87%	86%	85%	85%	87%	86%	83%	91%	83%
North	240	36	-	15	41	24	5	14	60	30	25	24
	20%	21%	-%	15%	25%	17%	9%	15%	24%	25%	19%	17%
									a			
Mids	288	53	2	29	35	32	21	28	47	30	34	32
	24%	30%	26%	30%	22%	23%	37%	29%	19%	25%	25%	22%
							c	c				
South	504	66	5	42	64	63	22	42	104	41	61	64
	42%	38%	74%	42%	40%	45%	39%	43%	42%	34%	47%	44%
											a	
Urban	577	87	3	45	74	63	24	58	110	59	81	63
	48%	49%	40%	45%	46%	45%	43%	60%	45%	49%	61%	44%
								ac			c	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C3. Where in the UK do you work?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Rural	**623**	89	4	55	88	78	32	39	136	61	51	82
	52%	*51%*	*60%*	*55%*	*54%*	*55%*	*57%*	*40%*	*55%*	*51%*	*39%*	*56%*
							b		b			b

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

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Head office	**1133**	72	119	129	65	79	172	174	90	80	52	55	46	980
	94%	*99%*	*97%*	*96%*	*93%*	*92%*	*92%*	*96%*	*96%*	*96%*	*92%*	*90%*	*91%*	*95%*
		efjkl	k											k
Branch / local office	**67**	1	4	5	5	7	16	8	3	3	4	6	4	52
	6%	*1%*	*3%*	*4%*	*7%*	*8%*	*8%*	*4%*	*4%*	*4%*	*8%*	*10%*	*9%*	*5%*
						a	a				a	**abm**	a	

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

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Head office	**1133**	119	97	16	86	296	50	427	1095	26	7	6	39	543	590
	94%	*100%*	*94%*	*100%*	*96%*	*96%*	*85%*	*92%*	*95%*	*86%*	*75%*	*68%*	*81%*	*94%*	*95%*
		bdefg			f	f			**bcde**	**cd**			d		
Branch / local office	**67**	*	6	-	3	13	9	35	57	4	2	3	9	34	33
	6%	**%*	*6%*	*-%*	*4%*	*4%*	*15%*	*8%*	*5%*	*14%*	*25%*	*32%*	*19%*	*6%*	*5%*
			a		a	a	**ade**	a		a	**ab**	**abe**	a		

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

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Head office	**1133**	560	56	59	4	913	221	326	587	221	682	199	134	54	31	12	3
	94%	*97%*	*98%*	*93%*	*81%*	*95%*	*92%*	*96%*	*94%*	*92%*	*96%*	*94%*	*94%*	*89%*	*90%*	*71%*	*100%*
								c			**def**	f	f	f	f		
Branch / local office	**67**	20	1	5	1	48	19	13	35	19	30	13	8	6	4	5	-
	6%	*3%*	*2%*	*7%*	*19%*	*5%*	*8%*	*4%*	*6%*	*8%*	*4%*	*6%*	*6%*	*11%*	*10%*	*29%*	*-%*
										a				a	a	**abcde**	

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

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Head office	**1133**	472	61	37	24	20	1032	101	987	146	849	277	6
	94%	*96%*	*97%*	*93%*	*100%*	*83%*	*94%*	*94%*	*94%*	*95%*	*94%*	*97%* a	*84%*
Branch / local office	**67**	19	2	3	-	4	60	6	59	7	57	9	1
	6%	*4%*	*3%*	*7%*	*-%*	*17%*	*6%*	*6%*	*6%*	*5%*	*6%* b	*3%*	*16%*

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

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Head office	**1133**	611	202	307	1019	629	1052	497	337	257	752	331	5	274	404	1068	94
	94%	*95%*	*92%*	*95%*	*94%*	*94%*	*94%*	*95%*	*93%*	*97%*	*95%*	*96%*	*89%*	*96%*	*97%* b	*94%*	*94%*
Branch / local office	**67**	31	17	18	62	41	63	24	24	9	36	15	1	12	12	64	6
	6%	*5%*	*8%*	*5%*	*6%*	*6%*	*6%*	*5%*	*7%*	*3%*	*5%*	*4%*	*11%*	*4%*	*3%*	*6%* a	*6%*

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

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

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Head office	**1133**	827	695	58	17	1032	1099	932	1108	882	1110	6	672	1083	158	155	862	111
	94%	*94%*	*94%*	*95%*	*99%*	*94%*	*94%*	*95%*	*94%*	*94%*	*95%*	*100%*	*95%*	*94%*	*95%*	*94%*	*95%*	*94%*
Branch / local office	**67**	56	44	3	*	62	66	54	66	51	60	-	33	65	9	10	50	7
	6%	*6%*	*6%*	*5%*	*1%*	*6%*	*6%*	*5%*	*6%*	*6%*	*5%*	*-%*	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Head office	**1133**	102	64	965	685	448	1027	106	885	64	214	913	34	161
	94%	*99%*	*98%*	*94%*	*94%*	*95%*	*94%*	*95%*	*94%*	*93%*	*98%*	*94%*	*93%*	*96%*
		c									b			
Branch / local office	**67**	1	1	62	42	24	61	5	54	4	4	61	3	6
	6%	*1%*	*2%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*7%*	*2%*	*6%*	*7%*	*4%*
				a								a		

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

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

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Head office	**1133**	167	6	95	157	124	52	93	236	114	128	134
	94%	*95%*	*100%*	*95%*	*96%*	*88%*	*93%*	*95%*	*96%*	*95%*	*97%*	*93%*
				c	c							
Branch / local office	**67**	8	-	5	6	17	4	4	11	6	4	10
	6%	*5%*	*-%*	*5%*	*4%*	*12%*	*7%*	*5%*	*4%*	*5%*	*3%*	*7%*
						ab						

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

Ofcom; Business Postal Tracker

Table 6

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

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Yes	**1089**	67	112	124	65	74	183	156	80	76	51	56	45	937
	91%	*94%*	*91%*	*92%*	*93%*	*86%*	*97%*	*86%*	*86%*	*91%*	*89%*	*92%*	*89%*	*91%*
							eghjlm							
No	**111**	5	11	10	5	12	5	26	13	7	6	5	5	95
	9%	*6%*	*9%*	*8%*	*7%*	*14%*	*3%*	*14%*	*14%*	*9%*	*11%*	*8%*	*11%*	*9%*
						f		f	f		f		f	f

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Yes	**1089**	100	98	16	80	261	59	436	1041	30	9	8	47	529	560
	91%	*84%*	*95%*	*97%*	*89%*	*84%*	*100%*	*94%*	*90%*	*99%*	*100%*	*98%*	*99%*	*92%*	*90%*
			ae				**ade**	**ae**		a	a		a		
No	**111**	19	6	*	9	48	-	26	111	*	-	*	1	48	63
	9%	*16%*	*5%*	*3%*	*11%*	*16%*	*-%*	*6%*	*10%*	*1%*	*-%*	*2%*	*1%*	*8%*	*10%*
		bfg			f	**bfg**			**bce**						

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

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Yes	**1089**	522	57	64	5	854	235	286	567	235	627	193	136	60	34	16	3
	91%	*90%*	*100%*	*100%*	*100%*	*89%*	*98%*	*85%*	*91%*	*98%*	*88%*	*91%*	*96%*	*100%*	*100%*	*99%*	*100%*
			a	a			a		a	**ab**			a	**abc**	**ab**	a	
No	**111**	58	*	-	-	106	5	52	54	5	85	20	6	-	-	*	-
	9%	*10%*	**%*	*-%*	*-%*	*11%*	*2%*	*15%*	*9%*	*2%*	*12%*	*9%*	*4%*	*-%*	*-%*	*1%*	*-%*
		bc				b		**bc**	c		**cdef**	**de**	d				

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

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Yes	**1089**	452	61	36	24	24	981	107	937	151	809	272	8
	91%	*92%*	*98%*	*92%*	*97%*	*100%*	*90%*	*100%* a	*90%*	*99%* a	*89%*	*95%* a	*100%*
No	**111**	40	1	3	1	-	111	*	109	2	97	14	-
	9%	*8%*	*2%*	*8%*	*3%*	*-%*	*10%* b	**%*	*10%* b	*1%*	*11%* b	*5%*	*-%*

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

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Yes	**1089**	573	207	298	975	627	1008	488	329	251	705	325	5	263	399	1026	97
	91%	*89%*	*94%*	*92%*	*90%*	*94%*	*90%*	*94%*	*91%*	*94%*	*90%*	*94%*	*92%*	*92%*	*96%*	*91%*	*97%*
			a			**acg**		**acg**		**ag**					b		b
No	**111**	70	12	27	106	43	107	34	32	15	82	21	*	23	18	106	3
	9%	*11%*	*6%*	*8%*	*10%*	*6%*	*10%*	*6%*	*9%*	*6%*	*10%*	*6%*	*8%*	*8%*	*4%*	*9%*	*3%*
		b			**bdf**		**bd**				**bdf**					**ac**	

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

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Yes	**1089**	800	670	55	14	991	1059	898	1064	864	1062	6	664	1039	160	162	814	107
	91%	*91%*	*91%*	*90%*	*83%*	*91%*	*91%*	*91%*	*91%*	*93%*	*91%*	*100%*	*94%*	*90%*	*96%*	*99%*	*89%*	*91%*
													b		b	**bc**		
No	**111**	83	69	6	3	102	107	88	110	69	108	-	41	110	7	2	98	11
	9%	*9%*	*9%*	*10%*	*17%*	*9%*	*9%*	*9%*	*9%*	*7%*	*9%*	*-%*	*6%*	*10%*	*4%*	*1%*	*11%*	*9%*
														ac			a	a

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Yes	**1089**	103	64	916	680	408	1089	-	838	68	213	868	36	160
	91%	*100%*	*99%*	*89%*	*94%*	*86%*	*100%*	*-%*	*89%*	*100%*	*97%*	*89%*	*99%*	*96%*
		c	c		b		b			a	b			
No	**111**	*	*	111	47	64	-	111	101	-	6	106	*	6
	9%	**%*	*1%*	*11%*	*6%*	*14%*	*-%*	*100%*	*11%*	*-%*	*3%*	*11%*	*1%*	*4%*
				ab		a		a	b			a		

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

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

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Yes	**1089**	170	6	90	151	124	53	88	210	113	123	136
	91%	*97%*	*100%*	*90%*	*93%*	*88%*	*94%*	*91%*	*85%*	*94%*	*93%*	*94%*
No	**111**	5	-	10	11	17	3	9	36	7	9	8
	9%	*3%*	*-%*	*10%*	*7%*	*12%*	*6%*	*9%*	*15%*	*6%*	*7%*	*6%*

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

Ofcom; Business Postal Tracker
Table 7

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Senior Management (Managing Director, Director, Business Owner)	**779**	50	75	72	48	59	116	127	60	47	41	48	36	654
	65%	*70%*	*61%*	*53%*	*69%*	*69%*	*62%*	*70%*	*65%*	*56%*	*73%*	*79%*	*71%*	*63%*
								c			**cim**	**bcfhim**	**ci**	
Office Admin / Office Management	**300**	13	33	43	16	18	53	42	28	23	12	10	10	268
	25%	*19%*	*27%*	*32%*	*23%*	*21%*	*28%*	*23%*	*30%*	*27%*	*22%*	*16%*	*19%*	*26%*
			k	**kl**			k		k	k				k
Finance / Accounts	**40**	2	5	5	3	3	3	8	*	5	1	1	3	34
	3%	*2%*	*4%*	*4%*	*4%*	*3%*	*2%*	*4%*	*%*	*6%*	*2%*	*2%*	*6%*	*3%*
										h			h	
General manager / site manager	**12**	2	2	-	-	1	2	3	-	1	*	-	1	11
	1%	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*%*	*-%*	*1%*	*1%*
Marketing	**11**	2	-	5	-	-	3	-	-	1	-	*	-	11
	1%	*2%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*	*1%*
				jkl										
Procurement	**5**	2	-	-	*	-	3	-	-	*	-	-	-	5
	%	*2%*	*-%*	*-%*	*%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
Customer Service	**4**	-	2	-	-	1	-	-	*	*	*	*	-	4
	%	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*%*	*1%*	*%*	*%*	*-%*	*%*
Customer Relationship Management	**4**	-	-	-	1	-	-	-	1	1	-	-	-	4
	%	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*%*
									m					
Sales	**4**	-	-	-	*	1	-	-	-	1	-	*	*	3
	%	*-%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*%*
Operations	**3**	-	*	-	-	*	3	-	-	*	-	-	-	3
	%	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
Company Secretary	**2**	-	-	-	-	-	-	-	1	-	*	-	-	1
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*%*
									m					
Facilities	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**37**	2	6	10	1	2	5	2	2	3	1	1	1	33
	3%	*3%*	*5%*	*7%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*
				l										

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 7 (continuation)

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Senior Management (Managing Director, Director, Business Owner)	779	90	57	9	61	222	32	289	765	11	2	1	14	355	424
	65%	76%	55%	52%	69%	72%	54%	63%	66%	35%	20%	15%	29%	62%	68%
		bfg			b	bfg			bcde	cd			d		a
Office Admin / Office Management	300	21	32	7	20	57	18	130	275	15	5	5	25	163	136
	25%	18%	31%	41%	23%	18%	30%	28%	24%	49%	54%	62%	52%	28%	22%
			ae					ae		a	a	a	a	b	
Finance / Accounts	40	3	4	1	6	6	5	16	36	2	1	1	4	22	18
	3%	2%	4%	6%	6%	2%	8%	3%	3%	8%	8%	11%	9%	4%	3%
					e		e			a	a	a	a		
General manager / site manager	12	-	-	-	-	3	2	5	11	-	*	*	1	5	7
	1%	-%	-%	-%	-%	1%	4%	1%	1%	-%	3%	3%	1%	1%	1%
							ab				b	b			
Marketing	11	-	1	-	-	5	-	5	11	-	*	-	*	6	5
	1%	-%	1%	-%	-%	2%	-%	1%	1%	-%	5%	-%	1%	1%	1%
											abe				
Procurement	5	-	*	-	2	3	-	-	4	*	*	-	1	*	4
	*%	-%	*%	-%	2%	1%	-%	-%	*%	1%	4%	-%	1%	*%	1%
					g	g					a				
Customer Service	4	2	*	-	-	2	-	*	3	1	*	*	1	2	3
	*%	1%	*%	-%	-%	1%	-%	*%	*%	3%	2%	3%	3%	*%	*%
		g								a	a	a	a		
Customer Relationship Management	4	-	-	-	-	-	-	4	4	-	-	-	-	1	2
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	*%	*%
Sales	4	-	-	-	-	3	-	*	3	-	*	-	*	3	*
	*%	-%	-%	-%	-%	1%	-%	*%	*%	-%	2%	-%	*%	1%	*%
						g									
Operations	3	-	-	-	-	-	-	1	2	1	-	*	1	*	3
	*%	-%	-%	-%	-%	-%	-%	*%	*%	2%	-%	2%	2%	*%	*%
										a		a	a		
Company Secretary	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%
Facilities	*	-	-	-	-	*	-	-	-	-	-	*	*	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	2%	*%	-%	*%
												ab			
Mailroom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Other answers	**37**	4	8	-	-	8	2	11	35	1	*	*	1	18	19
	3%	*3%*	*8%*	*-%*	*-%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*3%*	*3%*
			deg				d								

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

Ofcom; Business Postal Tracker
Table 7 (continuation)

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Senior Management (Managing Director, Director, Business Owner)	779	458	39	32	3	652	127	258	394	127	521	119	75	21	15	8	*
	65%	79%	68%	50%	50%	68%	53%	76%	63%	53%	73%	56%	53%	35%	43%	51%	16%
		bc	c			b		bc	c		bcdef	d	d				
Office Admin / Office Management	300	90	10	24	1	221	79	60	161	79	138	63	49	31	12	4	2
	25%	15%	18%	37%	20%	23%	33%	18%	26%	33%	19%	30%	34%	52%	36%	22%	84%
				ab			a		a	ab		a	a	abcef	a		
Finance / Accounts	40	7	8	5	1	25	14	3	22	14	9	15	5	2	4	3	-
	3%	1%	14%	7%	18%	3%	6%	1%	4%	6%	1%	7%	4%	4%	13%	20%	-%
			a	a			a		a	a		a	a		acd	abcd	
General manager / site manager	12	7	-	-	*	9	3	*	9	3	6	3	-	*	2	-	-
	1%	1%	-%	-%	2%	1%	1%	*%	1%	1%	1%	2%	-%	*%	7%	-%	-%
									a						abcd		
Marketing	11	3	-	-	-	5	6	-	5	6	3	2	5	1	*	-	-
	1%	*%	-%	-%	-%	1%	2%	-%	1%	2%	*%	1%	4%	2%	1%	-%	-%
							a			a			ab				
Procurement	5	-	-	-	*	2	2	-	2	2	-	-	3	2	-	*	-
	*%	-%	-%	-%	7%	*%	1%	-%	*%	1%	-%	-%	2%	3%	-%	2%	-%
													ab	ab		ab	
Customer Service	4	-	-	*	-	2	2	-	2	2	4	*	-	-	-	*	-
	*%	-%	-%	*%	-%	*%	1%	-%	*%	1%	*%	*%	-%	-%	-%	2%	-%
																b	
Customer Relationship Management	4	-	-	1	-	4	-	1	3	-	2	1	-	-	-	-	-
	*%	-%	-%	2%	-%	*%	-%	*%	*%	-%	*%	1%	-%	-%	-%	-%	-%
				a													
Sales	4	-	-	*	-	3	1	1	2	1	1	-	2	*	-	-	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	-%	2%	*%	-%	-%	-%
													a				
Operations	3	2	-	*	-	3	*	*	3	*	*	3	*	-	*	-	-
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	1%	*%	-%	1%	-%	-%
												a					
Company Secretary	2	2	-	-	-	2	-	1	*	-	1	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	1%	-%	-%	-%
Facilities	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%
																a	
Mailroom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Other answers	**37**	11	*	1	*	32	5	13	19	5	26	5	3	2	*	*	-
	3%	*2%*	**%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*4%*	*2%*	*2%*	*4%*	**%*	*1%*	*-%*

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

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Senior Management (Managing Director, Director, Business Owner)	779	313	35	29	15	17	716	63	689	89	594	179	6
	65%	64%	56%	74%	59%	73%	66%	59%	66%	58%	66%	63%	74%
Office Admin / Office Management	300	121	19	9	4	3	271	29	257	43	231	67	2
	25%	25%	30%	24%	17%	14%	25%	27%	25%	28%	26%	24%	20%
Finance / Accounts	40	16	4	*	4	1	33	7	31	9	26	14	-
	3%	3%	6%	1%	17%	3%	3%	6%	3%	6%	3%	5%	-%
General manager / site manager	12	6	-	*	-	-	12	-	12	-	9	3	-
	1%	1%	-%	1%	-%	-%	1%	-%	1%	-%	1%	1%	-%
Marketing	11	9	-	-	-	2	11	-	11	-	6	5	-
	1%	2%	-%	-%	-%	8%	1%	-%	1%	-%	1%	2%	-%
Procurement	5	3	*	-	*	-	4	*	4	*	4	1	-
	*%	1%	*%	-%	1%	-%	*%	*%	*%	*%	*%	*%	-%
Customer Service	4	2	1	*	-	*	3	2	1	3	1	3	-
	*%	*%	2%	1%	-%	1%	*%	1%	*%	2%	*%	1%	-%
								a		a		a	
Customer Relationship Management	4	1	-	-	-	-	4	-	4	-	4	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Sales	4	-	*	-	-	-	4	-	4	-	4	-	-
	*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Operations	3	*	-	-	-	-	3	-	3	-	3	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
Company Secretary	2	*	-	-	-	-	2	-	2	-	2	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Facilities	*	-	-	-	*	-	*	-	*	-	-	*	-
	*%	-%	-%	-%	1%	-%	*%	-%	*%	-%	-%	*%	-%
Mailroom	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	37	19	3	-	1	*	30	6	28	9	24	13	*
	3%	4%	5%	-%	5%	1%	3%	6%	3%	6%	3%	4%	6%
										a			

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

Ofcom; Business Postal Tracker
Table 7 (continuation)

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Senior Management (Managing Director, Director, Business Owner)	**779**	436	134	203	686	392	709	345	216	177	491	230	4	172	260	726	52
	65%	*68%*	*61%*	*63%*	*63%*	*59%*	*64%*	*66%*	*60%*	*66%*	*62%*	*66%*	*78%*	*60%*	*62%*	*64%*	*52%*
					b		b	b		b					c	c	
Office Admin / Office Management	**300**	148	61	86	283	207	293	118	104	53	215	77	1	78	106	293	34
	25%	*23%*	*28%*	*26%*	*26%*	*31%*	*26%*	*23%*	*29%*	*20%*	*27%*	*22%*	*18%*	*27%*	*25%*	*26%*	*34%*
					f	**acdf**	f		**df**		f						
Finance / Accounts	**40**	22	6	13	39	26	39	20	18	14	27	15	-	10	17	40	8
	3%	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*3%*	*4%*	*-%*	*4%*	*4%*	*4%*	*7%*
																	b
General manager / site manager	**12**	5	2	4	12	11	12	4	1	4	11	2	-	4	4	12	3
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%*
Marketing	**11**	-	7	4	8	8	8	7	4	5	7	6	-	5	6	8	2
	1%	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*2%*	*1%*	*1%*	*2%*
			a	a													
Procurement	**5**	3	-	2	5	1	5	1	3	*	2	*	*	2	*	5	*
	****%***	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*4%*	*1%*	**%*	**%*	**%*
Customer Service	**4**	2	*	2	4	2	4	4	2	4	4	4	-	*	4	4	*
	****%***	**%*	**%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	**%*	**%*
										ac							
Customer Relationship Management	**4**	2	1	-	4	-	4	1	-	-	1	-	-	1	1	4	-
	****%***	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
Sales	**4**	3	-	1	4	1	4	*	2	-	2	*	-	-	*	4	*
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*
Operations	**3**	3	*	*	3	3	3	*	3	-	3	-	-	*	*	3	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
Company Secretary	**2**	2	-	-	2	*	2	*	*	*	*	*	-	-	-	2	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*
Facilities	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	*
	****%***	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Other answers	**37**	17	8	10	33	18	33	21	8	8	23	12	-	12	17	32	2
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*-%*	*4%*	*4%*	*3%*	*2%*

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

Ofcom; Business Postal Tracker
Table 7 (continuation)

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Senior Management (Managing Director, Director, Business Owner)	**779**	561	466	46	10	699	755	628	762	600	764	3	466	745	110	99	593	87
	65%	*64%*	*63%*	*75%*	*60%*	*64%*	*65%*	*64%*	*65%*	*64%*	*65%*	*44%*	*66%*	*65%*	*66%*	*60%*	*65%*	*74%* a
Office Admin / Office Management	**300**	229	202	10	7	280	293	263	294	233	290	4	168	286	37	38	231	26
	25%	*26%*	*27%*	*16%*	*39%*	*26%*	*25%*	*27%*	*25%*	*25%*	*25%*	*56%*	*24%*	*25%*	*22%*	*23%*	*25%*	*22%*
Finance / Accounts	**40**	33	31	-	-	40	40	28	40	28	38	-	23	40	7	8	30	3
	3%	*4%*	*4%*	*-%*	*-%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*4%*	*5%*	*3%*	*2%*
General manager / site manager	**12**	8	8	-	-	12	12	12	12	9	12	-	9	12	2	5	7	*
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%* b	*1%*	*%*
Marketing	**11**	8	6	-	-	11	9	8	11	11	9	-	7	11	3	6	5	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*4%* **bc**	*1%*	*-%*
Procurement	**5**	2	5	*	-	4	5	5	5	5	5	-	5	5	*	*	4	-
	%	*%*	*1%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*%*	*%*	*%*	*%*	*-%*
Customer Service	**4**	4	2	*	-	4	4	4	4	4	4	-	4	4	*	2	3	-
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*%*	*%*	*1%*	*%*	*-%*
Customer Relationship Management	**4**	4	1	-	-	4	4	3	4	3	3	-	3	4	-	-	4	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*
Sales	**4**	3	1	-	-	4	4	2	4	4	4	-	1	3	-	1	2	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*1%*	*%*	*-%*
Operations	**3**	3	1	-	*	3	3	3	3	3	3	-	*	3	-	-	3	*
	%	*%*	*%*	*-%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*
Company Secretary	**2**	1	*	-	-	2	2	2	2	2	2	-	-	2	-	*	1	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*%*	*-%*
Facilities	*	*	*	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**37**	26	16	5	-	31	34	28	34	32	36	-	21	34	6	6	30	1
	3%	*3%*	*2%*	*8%* c	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*4%*	*4%*	*3%*	*1%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 7 (continuation)

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Senior Management (Managing Director, Director, Business Owner)	**779**	70	43	666	450	329	691	88	592	48	158	615	25	110
	65%	*68%*	*66%*	*65%*	*62%*	*70%* a	*63%*	*79%* a	*63%*	*71%*	*72%* b	*63%*	*69%*	*66%*
Office Admin / Office Management	**300**	18	19	259	194	106	282	18	244	18	44	254	10	32
	25%	*17%*	*29%*	*25%*	*27%*	*22%*	*26%* b	*16%*	*26%*	*26%*	*20%*	*26%*	*26%*	*19%*
Finance / Accounts	**40**	7	*	33	33	7	38	2	34	1	3	37	*	9
	3%	*6%* b	**%*	*3%*	*4%* b	*2%*	*3%*	*2%*	*4%*	*1%*	*1%*	*4%*	**%*	*5%*
General manager / site manager	**12**	-	3	9	11	1	12	-	9	-	1	11	-	1
	1%	*-%*	*4%* **ac**	*1%*	*2%* b	**%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*
Marketing	**11**	2	-	9	*	11	11	-	9	-	4	7	-	5
	1%	*2%*	*-%*	*1%*	**%*	*2%* a	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*3%*
Procurement	**5**	*	*	4	2	3	5	-	4	-	*	4	*	*
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*
Customer Service	**4**	*	-	4	3	1	4	-	3	-	*	4	-	2
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*1%*
Customer Relationship Management	**4**	-	-	4	4	-	4	-	4	-	-	4	-	-
	****%***	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Sales	**4**	-	*	3	1	2	2	1	4	-	1	2	-	-
	****%***	*-%*	*1%*	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*
Operations	**3**	-	-	3	3	*	3	-	3	-	-	3	-	*
	****%***	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
Company Secretary	**2**	-	-	2	-	2	2	-	2	-	-	2	-	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Facilities	*	-	-	*	*	-	-	*	*	-	-	*	-	*
	****%***	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
Mailroom	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**37**	6	-	31	25	12	35	2	31	1	7	29	1	7
	3%	*6%* b	*-%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*4%*	*4%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

C6. Please could you tell me which type of department you work in?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Senior Management (Managing Director, Director, Business Owner)	779	114	4	59	97	95	31	71	185	71	88	83
	65%	65%	60%	59%	60%	67%	55%	73%	75%	59%	67%	58%
								a	a			
Office Admin / Office Management	300	37	3	30	50	27	16	19	47	39	30	42
	25%	21%	40%	30%	31%	19%	28%	20%	19%	33%	23%	29%
					c							
Finance / Accounts	40	8	-	1	2	5	1	5	10	2	7	8
	3%	5%	-%	1%	1%	3%	1%	5%	4%	2%	5%	5%
General manager / site manager	12	1	-	2	*	1	4	*	*	2	-	1
	1%	1%	-%	2%	*%	1%	8%	*%	*%	2%	-%	1%
							bc					
Marketing	11	5	-	2	-	-	4	2	3	*	-	-
	1%	3%	-%	2%	-%	-%	7%	2%	1%	*%	-%	-%
				b			c					
Procurement	5	*	-	-	2	-	*	*	-	-	-	2
	*%	*%	-%	-%	1%	-%	*%	*%	-%	-%	-%	2%
Customer Service	4	2	-	2	-	*	-	-	*	2	*	-
	*%	1%	-%	2%	-%	*%	-%	-%	*%	1%	*%	-%
Customer Relationship Management	4	-	-	-	-	-	-	-	-	-	1	3
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	2%
Sales	4	-	-	-	*	1	*	-	-	-	1	-
	*%	-%	-%	-%	*%	1%	1%	-%	-%	-%	1%	-%
Operations	3	*	-	-	3	*	-	-	*	-	-	-
	*%	*%	-%	-%	2%	*%	-%	-%	*%	-%	-%	-%
Company Secretary	2	-	-	-	-	-	-	-	*	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%	-%
Facilities	*	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Mailroom	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	37	7	-	5	9	11	-	*	1	3	3	5
	3%	4%	-%	5%	5%	8%	-%	*%	*%	3%	2%	3%

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Mail is used mainly for administrative needs and is not core to our service delivery	**643**	38	67	70	41	42	108	87	48	49	32	34	28	550
	54%	*53%*	*54%*	*52%*	*58%*	*49%*	*57%*	*48%*	*52%*	*58%*	*56%*	*55%*	*55%*	*53%*
Mail is critical for our customer communications and/or statements but is not core to our business	**219**	11	26	20	9	17	39	39	23	13	5	9	7	198
	18%	*16%*	*22%*	*15%*	*12%*	*19%*	*21%*	*21%*	*25%*	*16%*	*9%*	*14%*	*15%*	*19%*
			j			j	j	j	**djk**					j
Mail is core to our business operations (i.e. our business could not function without it)	**325**	23	26	38	21	27	41	54	20	22	20	19	14	272
	27%	*31%*	*22%*	*29%*	*29%*	*32%*	*22%*	*29%*	*22%*	*26%*	*35%*	*31%*	*29%*	*26%*
											bfhm			
Don't Know (DO NOT READ OUT)	**14**	-	3	5	-	-	-	3	2	*	-	-	1	13
	1%	*-%*	*3%*	*4%*	*-%*	*-%*	*-%*	*1%*	*2%*	**%*	*-%*	*-%*	*2%*	*1%*
			jk	**fjk**										

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Mail is used mainly for administrative needs and is not core to our service delivery	643	64	50	13	62	149	23	254	619	16	4	4	24	301	342
	54%	*54%*	*48%*	*81%*	*70%*	*48%*	*39%*	*55%*	*54%*	*52%*	*46%*	*46%*	*50%*	*52%*	*55%*
					abefg			f							
Mail is critical for our customer communications and/or statements but is not core to our business	219	14	22	2	10	61	13	93	209	5	2	2	10	109	110
	18%	*12%*	*21%*	*10%*	*11%*	*20%*	*22%*	*20%*	*18%*	*17%*	*24%*	*27%*	*20%*	*19%*	*18%*
								ad							
Mail is core to our business operations (i.e. our business could not function without it)	325	40	30	1	17	93	23	112	310	9	3	2	14	156	168
	27%	*34%*	*29%*	*9%*	*19%*	*30%*	*38%*	*24%*	*27%*	*31%*	*30%*	*27%*	*30%*	*27%*	*27%*
		dg				d	dg								
Don't Know (DO NOT READ OUT)	14	*	2	-	-	7	-	3	13	*	-	-	*	11	2
	1%	**%*	*2%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	*2%*	**%*
						g								b	

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Mail is used mainly for administrative needs and is not core to our service delivery	**643**	322	30	38	3	584	59	243	341	59	446	107	57	12	5	5	-
	54%	*55%*	*53%*	*60%*	*51%*	*61%*	*25%*	*72%*	*55%*	*25%*	*63%*	*50%*	*40%*	*20%*	*15%*	*29%*	*-%*
						b		**bc**	c		**bcdef**	**def**	**de**				
Mail is critical for our customer communications and/or statements but is not core to our business	**219**	106	14	10	2	170	49	48	122	49	106	38	40	19	14	1	-
	18%	*18%*	*24%*	*15%*	*29%*	*18%*	*20%*	*14%*	*20%*	*20%*	*15%*	*18%*	*28%*	*32%*	*42%*	*8%*	*-%*
									a				**abf**	**abf**	**abcf**		
Mail is core to our business operations (i.e. our business could not function without it)	**325**	144	13	16	1	195	129	44	152	129	148	68	45	29	13	10	3
	27%	*25%*	*23%*	*25%*	*20%*	*20%*	*54%*	*13%*	*24%*	*54%*	*21%*	*32%*	*32%*	*48%*	*38%*	*63%*	*100%*
							a		a	**ab**		a	a	**abc**	a	**abce**	
Don't Know (DO NOT READ OUT)	**14**	8	-	-	-	10	3	3	7	3	12	-	-	-	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*
															bcd		

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Mail is used mainly for administrative needs and is not core to our service delivery	**643**	255	20	12	3	*	593	49	569	73	512	126	4
	54%	*52%*	*32%*	*31%*	*11%*	*1%*	*54%*	*46%*	*54%*	*48%*	*56%*	*44%*	*54%*
		bc									b		
Mail is critical for our customer communications and/or statements but is not core to our business	**219**	91	13	8	4	5	200	19	191	28	165	52	3
	18%	*19%*	*20%*	*21%*	*15%*	*20%*	*18%*	*17%*	*18%*	*18%*	*18%*	*18%*	*37%*
Mail is core to our business operations (i.e. our business could not function without it)	**325**	135	30	19	18	19	291	33	277	47	222	102	1
	27%	*27%*	*48%*	*48%*	*73%*	*79%*	*27%*	*31%*	*27%*	*31%*	*24%*	*36%*	*9%*
			a	a								a	
Don't Know (DO NOT READ OUT)	**14**	11	-	-	-	-	8	6	9	4	8	6	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	*1%*	*3%*	*1%*	*2%*	*-%*
								a		a			
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Mail is used mainly for administrative needs and is not core to our service delivery	**643**	643	-	-	592	317	603	229	166	106	417	142	5	143	179	610	37
	54%	*100%*	*-%*	*-%*	*55%*	*47%*	*54%*	*44%*	*46%*	*40%*	*53%*	*41%*	*84%*	*50%*	*43%*	*54%*	*36%*
		bc			**bdef**	f	**bdef**				**bdef**			a		**ac**	
Mail is critical for our customer communications and/or statements but is not core to our business	**219**	-	219	-	198	142	206	98	92	44	149	64	-	56	76	204	13
	18%	*-%*	*100%*	*-%*	*18%*	*21%*	*18%*	*19%*	*26%*	*16%*	*19%*	*18%*	*-%*	*20%*	*18%*	*18%*	*13%*
			ac						**acdfg**								
Mail is core to our business operations (i.e. our business could not function without it)	**325**	-	-	325	282	207	297	186	103	112	218	134	*	83	158	304	49
	27%	*-%*	*-%*	*100%*	*26%*	*31%*	*27%*	*36%*	*28%*	*42%*	*28%*	*39%*	*8%*	*29%*	*38%*	*27%*	*49%*
				ab		**ac**		**aceg**		**abceg**		c			b		**ab**
Don't Know (DO NOT READ OUT)	**14**	-	-	-	9	4	9	9	-	4	3	6	*	4	4	13	2
	1%	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	**%*	*2%*	*8%*	*1%*	*1%*	*1%*	*2%*
								eg		**eg**							

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Mail is used mainly for administrative needs and is not core to our service delivery	643	470	383	33	4	592	626	507	631	503	630	-	360	626	93	55	516	72
	54%	53%	52%	54%	24%	54%	54%	51%	54%	54%	54%	-%	51%	54%	56%	33%	57% a	61% a
Mail is critical for our customer communications and/or statements but is not core to our business	219	161	139	16	6	191	213	199	213	176	210	3	133	209	28	38	158	23
	18%	18%	19%	25%	32%	17%	18%	20%	18%	19%	18%	44%	19%	18%	17%	23%	17%	20%
Mail is core to our business operations (i.e. our business could not function without it)	325	241	210	13	7	297	313	267	316	243	316	4	205	300	41	67	230	22
	27%	27%	28%	21%	44%	27%	27%	27%	27%	26%	27%	56%	29%	26%	24%	41% bc	25%	19%
Don't Know (DO NOT READ OUT)	14	11	7	-	-	14	14	14	14	11	14	-	7	14	5	4	9	*
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	3% ab	3%	1%	*%

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Mail is used mainly for administrative needs and is not core to our service delivery	**643**	40	20	582	405	238	573	70	521	32	89	549	14	72
	54%	*39%*	*31%*	*57%*	*56%*	*50%*	*53%*	*63%*	*56%*	*47%*	*41%*	*56%*	*38%*	*43%*
				ab								a		
Mail is critical for our customer communications and/or statements but is not core to our business	**219**	18	20	178	133	86	207	12	176	7	41	175	10	29
	18%	*18%*	*31%*	*17%*	*18%*	*18%*	*19%*	*11%*	*19%*	*10%*	*19%*	*18%*	*28%*	*18%*
			ac											
Mail is core to our business operations (i.e. our business could not function without it)	**325**	42	24	256	182	142	298	27	234	28	84	239	11	62
	27%	*40%*	*38%*	*25%*	*25%*	*30%*	*27%*	*24%*	*25%*	*41%*	*39%*	*25%*	*31%*	*37%*
		c	c							a	b			
Don't Know (DO NOT READ OUT)	**14**	3	-	11	8	6	11	3	7	2	3	10	1	3
	1%	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*

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

C7. Which one of the following statements best describes the role of mail services to your organisation?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Mail is used mainly for administrative needs and is not core to our service delivery	**643**	74	3	51	77	78	29	46	143	58	73	88
	54%	*42%*	*40%*	*52%*	*47%*	*55%*	*52%*	*47%*	*58%*	*48%*	*55%*	*61%* a
Mail is critical for our customer communications and/or statements but is not core to our business	**219**	34	2	23	40	27	10	14	40	32	13	20
	18%	*19%*	*37%*	*23%*	*25%*	*19%*	*18%*	*15%*	*16%*	*26%* bc	*10%*	*14%*
Mail is core to our business operations (i.e. our business could not function without it)	**325**	65	1	24	42	36	17	34	60	30	46	35
	27%	*37%*	*23%*	*24%*	*26%*	*26%*	*30%*	*35%* c	*24%*	*25%*	*35%*	*24%*
Don't Know (DO NOT READ OUT)	**14**	3	-	2	3	-	-	3	4	-	*	1
	1%	*2%*	*-%*	*2%*	*2%*	*-%*	*-%*	*3%*	*2%*	*-%*	*%*	*1%*

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

Ofcom; Business Postal Tracker
Table 9

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Yes	**64**	3	4	3	7	4	11	8	9	3	3	5	3	52
	5%	*5%*	*3%*	*2%*	*10%*	*5%*	*6%*	*5%*	*10%*	*3%*	*6%*	*8%*	*7%*	*5%*
No	**1116**	67	117	128	61	82	172	171	82	81	53	56	46	961
	93%	*93%*	*95%*	*96%*	*86%*	*95%*	*92%*	*94%*	*88%*	*96%*	*93%*	*92%*	*93%*	*93%*
			d							**dh**				d
Don't know	**20**	2	2	3	3	*	5	2	2	*	1	*	*	19
	2%	*2%*	*2%*	*2%*	*4%*	*%*	*3%*	*1%*	*2%*	*%*	*1%*	*%*	*%*	*2%*
					k									

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

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Yes	**64**	2	7	-	3	23	1	28	58	2	2	1	6	31	33
	5%	*1%*	*7%*	*-%*	*4%*	*7%*	*2%*	*6%*	*5%*	*8%*	*20%*	*16%*	*12%*	*5%*	*5%*
			a			a		a			**ab**	a	a		
No	**1116**	115	96	16	84	279	55	429	1077	26	6	7	40	536	580
	93%	*96%*	*93%*	*100%*	*95%*	*90%*	*94%*	*93%*	*93%*	*88%*	*69%*	*79%*	*83%*	*93%*	*93%*
		e							**bcde**	c			c		
Don't know	**20**	3	1	-	2	7	2	5	17	1	1	*	3	10	10
	2%	*2%*	*1%*	*-%*	*2%*	*2%*	*4%*	*1%*	*2%*	*4%*	*11%*	*5%*	*6%*	*2%*	*2%*
										a	a		a		

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

Ofcom; Business Postal Tracker
Table 9 (continuation)

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Yes	64	22	8	4	*	26	38	4	22	38	22	11	6	8	6	6	3
	5%	4%	13%	7%	8%	3%	16%	1%	3%	16%	3%	5%	4%	12%	19%	34%	100%
			a				a			ab				abc	abc	abcd	
No	1116	553	50	55	5	924	193	334	589	193	683	198	132	48	26	10	-
	93%	95%	86%	86%	88%	96%	80%	99%	95%	80%	96%	93%	93%	80%	75%	63%	-%
		bc				b		bc	c		def	def	def	f			
Don't know	20	5	*	4	*	11	9	*	11	9	6	3	4	5	2	*	-
	2%	1%	1%	7%	4%	1%	4%	*%	2%	4%	1%	1%	3%	8%	6%	3%	-%
				ab			a		a	a				ab	ab		

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

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Yes	64	8	8	6	8	10	46	18	42	22	31	30	3
	5%	2%	12%	16%	34%	40%	4%	17%	4%	14%	3%	10%	34%
			a	a				a		a		a	
No	1116	475	54	33	15	10	1031	85	988	127	860	251	5
	93%	97%	86%	84%	59%	42%	94%	79%	94%	83%	95%	88%	66%
		bc					b		b		b		
Don't know	20	8	1	-	2	4	16	4	16	4	15	5	-
	2%	2%	1%	-%	7%	18%	1%	4%	2%	3%	2%	2%	-%

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

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Yes	**64**	16	18	30	52	37	58	40	24	27	43	37	-	2	30	60	18
	5%	*2%*	*8%*	*9%*	*5%*	*6%*	*5%*	*8%*	*7%*	*10%*	*5%*	*11%*	*-%*	*1%*	*7%*	*5%*	*18%*
			a	a				a		**abcg**		c					**ab**
No	**1116**	622	198	285	1011	617	1039	467	328	236	735	300	6	277	377	1052	82
	93%	*97%*	*90%*	*88%*	*94%*	*92%*	*93%*	*90%*	*91%*	*89%*	*93%*	*87%*	*100%*	*97%*	*91%*	*93%*	*81%*
		bc			**df**		**df**				**df**			a	c	c	
Don't know	**20**	5	3	10	18	16	18	15	9	3	9	8	-	6	10	20	1
	2%	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*-%*	*2%*	*2%*	*2%*	*1%*
				a				g									

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

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Yes	**64**	38	47	5	2	54	64	55	64	55	64	-	45	60	12	28	32	4
	5%	*4%*	*6%*	*9%*	*10%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*-%*	*6%*	*5%*	*7%*	*17%* **bc**	*3%*	*3%*
No	**1116**	827	678	56	15	1020	1082	911	1090	862	1086	6	648	1069	154	134	864	112
	93%	*94%*	*92%*	*91%*	*90%*	*93%*	*93%*	*92%*	*93%*	*92%*	*93%*	*100%*	*92%*	*93%*	*92%*	*82%*	*95%* a	*95%* a
Don't know	**20**	18	14	-	-	20	20	20	20	17	20	-	12	20	*	2	17	1
	2%	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	**%*	*1%*	*2%*	*1%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Yes	**64**	17	10	36	36	28	62	2	48	3	10	51	8	12
	5%	*17%*	*16%*	*4%*	*5%*	*6%*	*6%*	*1%*	*5%*	*4%*	*5%*	*5%*	*21%*	*7%*
		c	c										b	
No	**1116**	84	54	977	679	437	1009	107	877	66	206	904	28	150
	93%	*81%*	*84%*	*95%*	*93%*	*92%*	*93%*	*96%*	*93%*	*96%*	*95%*	*93%*	*77%*	*90%*
				ab										a
Don't know	**20**	2	*	14	12	8	18	2	14	-	2	18	1	5
	2%	*2%*	**%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*1%*	*2%*	*1%*	*3%*

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

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

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Yes	**64**	20	-	6	11	9	1	13	4	8	4	9
	5%	*11%*	*-%*	*6%*	*7%*	*6%*	*1%*	*13%* **ac**	*2%*	*7%*	*3%*	*6%*
No	**1116**	151	6	91	145	132	55	82	240	110	128	131
	93%	*86%*	*97%*	*91%*	*89%*	*94%*	*98%* b	*85%*	*97%* b	*91%*	*97%* c	*91%*
Don't know	**20**	4	*	3	6	-	*	2	2	2	-	5
	2%	*2%*	*3%*	*3%*	*4%* c	*-%*	**%*	*2%*	*1%*	*2%*	*-%*	*3%*

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total		**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Under £10 (under £120 pa)	(5)	**338**	14	32	30	26	24	55	49	37	22	16	19	14	290
		28%	*20%*	*26%*	*22%*	*37%*	*28%*	*29%*	*27%*	*40%*	*26%*	*28%*	*30%*	*28%*	*28%*
						a				**acm**					
£10 - £24 (£120 - £299 pa)	(17)	**303**	25	25	33	16	26	40	47	21	26	17	15	11	260
		25%	*35%*	*20%*	*24%*	*23%*	*31%*	*21%*	*26%*	*23%*	*31%*	*29%*	*25%*	*22%*	*25%*
			bl												
£25 - £49 (£300 - £599 pa)	(37)	**202**	13	20	28	7	13	43	35	7	9	8	12	7	176
		17%	*19%*	*17%*	*21%*	*10%*	*15%*	*23%*	*19%*	*7%*	*11%*	*14%*	*19%*	*14%*	*17%*
			h		h			**dhi**	h				h		h
£50 - £99 (£600 - £1,199 pa)	(75)	**117**	4	16	18	6	7	14	17	8	9	7	6	4	100
		10%	*5%*	*13%*	*14%*	*9%*	*8%*	*7%*	*9%*	*9%*	*11%*	*12%*	*10%*	*8%*	*10%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**106**	8	17	12	4	9	18	11	5	6	4	3	7	91
		9%	*11%*	*14%*	*9%*	*6%*	*11%*	*10%*	*6%*	*5%*	*7%*	*8%*	*6%*	*14%*	*9%*
				hk										**hk**	
£200 - £499 (£2,400 - £5,999 pa)	(350)	**57**	4	3	6	2	2	4	10	10	7	1	4	5	47
		5%	*5%*	*2%*	*4%*	*4%*	*2%*	*2%*	*5%*	*11%*	*8%*	*2%*	*6%*	*10%*	*5%*
										befjm	**fj**			**befjm**	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**32**	-	5	6	4	2	1	2	4	5	2	1	1	28
		3%	*-%*	*4%*	*4%*	*5%*	*3%*	**%*	*1%*	*4%*	*6%*	*3%*	*2%*	*2%*	*3%*
						f					f				
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**17**	2	3	3	1	1	5	-	*	*	1	1	-	16
		1%	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*-%*	**%*	**%*	*1%*	*1%*	*-%*	*2%*
								l							
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**9**	*	*	-	1	*	-	5	*	*	1	*	-	8
		1%	**%*	**%*	*-%*	*2%*	**%*	*-%*	*3%*	**%*	**%*	*2%*	*1%*	*-%*	*1%*
									l						
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**14**	1	-	-	1	-	5	5	-	-	*	*	*	13
		1%	*2%*	*-%*	*-%*	*2%*	*-%*	*3%*	*3%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total		**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	-	-	-	-	2	*	-	-	*	*	*	3
		***%**	-%	-%	-%	-%	-%	*1%*	*%	-%	-%	*%	*%	*%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	*	-	-	1	-	-	-	-	-	-	-	1
		***%**	-%	*%	-%	-%	*1%* m	-%	-%	-%	-%	-%	-%	-%	*%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	*	-	-	-	-	-	-	-	-	*
		***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* m	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total		**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		**960**	57	94	108	55	70	153	148	74	66	48	51	36	825
		80%	*79%*	*76%*	*81%*	*79%*	*81%*	*81%*	*82%*	*79%*	*78%*	*84%*	*84%*	*72%*	*80%*
												l	l		l
£100+ per month		**240**	15	29	26	15	16	35	34	19	18	9	9	14	207
		20%	*21%*	*24%*	*19%*	*21%*	*19%*	*19%*	*18%*	*21%*	*22%*	*16%*	*16%*	*28%*	*20%*
														jkm	
Don't know - PROBE FULLY.		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Mean		**219.75**	179.51	146.10	113.02	317.53	258.66	264.00	250.39	102.85	109.87	157.94	265.45	678.17	198.18
														m	

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

Ofcom; Business Postal Tracker
Table 10 (continuation)

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%			a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total		1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Under £10 (under £120 pa)	(5)	338	53	21	4	23	73	10	147	333	5	*	*	5	156	182
		28%	44%	20%	23%	26%	24%	16%	32%	29%	15%	3%	6%	11%	27%	29%
			bdefg						bef	bcde	c					
£10 - £24 (£120 - £299 pa)	(17)	303	37	25	7	27	77	14	111	297	4	1	*	6	141	162
		25%	31%	24%	45%	30%	25%	24%	24%	26%	14%	10%	4%	12%	24%	26%
										bcde						
£25 - £49 (£300 - £599 pa)	(37)	202	18	7	3	27	51	12	78	196	5	1	1	7	88	114
		17%	15%	7%	17%	31%	16%	20%	17%	17%	16%	15%	9%	14%	15%	18%
			b			abeg	b	b	b							
£50 - £99 (£600 - £1,199 pa)	(75)	117	3	11	2	3	30	12	44	110	5	1	1	7	58	59
		10%	2%	11%	13%	4%	10%	21%	10%	10%	16%	9%	12%	14%	10%	9%
				a			a	adeg	a		a			a		
£100 - £199 (£1,200 - £2,399 pa)	(150)	106	7	13	*	6	29	5	38	101	3	2	1	5	63	43
		9%	6%	12%	3%	7%	9%	8%	8%	9%	10%	18%	6%	11%	11%	7%
												a			b	
£200 - £499 (£2,400 - £5,999 pa)	(350)	57	1	12	-	2	13	5	19	49	4	2	2	8	28	29
		5%	1%	12%	-%	3%	4%	8%	4%	4%	15%	20%	20%	17%	5%	5%
				adeg				a			a	a	a	a		
£500 - £999 (£6,000 - £11,999 pa)	(750)	32	-	8	-	*	10	1	13	27	1	1	2	5	23	9
		3%	-%	8%	-%	1%	3%	1%	3%	2%	4%	14%	29%	11%	4%	1%
				adeg			a					ab	abe	ab	b	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	17	*	5	-	-	8	*	3	14	1	*	1	3	13	4
		1%	*%	5%	-%	-%	3%	*%	1%	1%	4%	4%	12%	6%	2%	1%
				adg			g				a		a	a	b	
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	9	-	1	-	-	2	*	6	8	1	*	-	1	2	7
		1%	-%	1%	-%	-%	1%	*%	1%	1%	3%	4%	-%	3%	*%	1%
											a	a		a		
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	14	-	*	-	-	11	-	2	13	*	-	-	*	4	9
		1%	-%	*%	-%	-%	3%	-%	1%	1%	*%	-%	-%	*%	1%	2%
							ag									

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%			a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total		**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	-	-	-	3	-	*	2	1	-	*	1	*	3
		***%**	-%	-%	-%	-%	*1%*	-%	*%*	*%*	*2%* a	-%	*1%*	*1%* a	*%*	*%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	*	-	-	1	-	-	1	*	-	-	*	-	1
		***%**	-%	*%*	-%	-%	*%*	-%	-%	*%*	*1%*	-%	-%	*%*	-%	*%*
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	-	*	-	-	-	-	-	-	-	*	-	*	*	-
		***%**	-%	*%*	-%	-%	-%	-%	-%	-%	-%	*2%* a	-%	*%*	*%*	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
		***%**	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%	*%*
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
		***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	*%*
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%			a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total		**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
0-£99 per month		**960**	111	64	16	81	231	48	380	936	18	3	3	24	443	517
		80%	*93%*	*62%*	*97%*	*90%*	*75%*	*82%*	*82%*	*81%*	*61%*	*37%*	*32%*	*51%*	*77%*	*83%*
			befg			**be**	b	b	**be**	**bcde**	**cde**			d		a
£100+ per month		**240**	8	40	*	9	78	11	82	216	12	6	6	24	134	106
		20%	*7%*	*38%*	*3%*	*10%*	*25%*	*18%*	*18%*	*19%*	*39%*	*63%*	*68%*	*49%*	*23%*	*17%*
				adefg			**adg**	a	a		a	**ab**	**abe**	**ab**	b	
Don't know - PROBE FULLY.		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered		**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Mean		**219.75**	29.30	405.44	28.40	43.19	461.75	88.53	134.13	196.02	775.85	1033.80	566.72	789.26	165.05	270.36
							g	**ad**	a		a	a		a		

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total		1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total		1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Under £10 (under £120 pa)	(5)	338	198	8	9	*	338	-	338	-	-	328	8	1	-	-	-	-
		28%	34%	14%	13%	2%	35%	-%	100%	-%	-%	46%	4%	*%	-%	-%	-%	-%
			bc				b		bc			bcdef	c					
£10 - £24 (£120 - £299 pa)	(17)	303	144	6	13	*	303	-	-	303	-	197	87	10	1	-	3	-
		25%	25%	11%	20%	4%	32%	-%	-%	49%	-%	28%	41%	7%	1%	-%	16%	-%
			b				b			ac		cde	acdef	de			de	
£25 - £49 (£300 - £599 pa)	(37)	202	101	11	10	*	202	-	-	202	-	78	58	54	11	1	-	-
		17%	17%	19%	16%	4%	21%	-%	-%	33%	-%	11%	27%	38%	18%	4%	-%	-%
							b			ac		f	aef	abdef	aef			
£50 - £99 (£600 - £1,199 pa)	(75)	117	45	9	12	*	117	-	-	117	-	40	22	38	14	2	-	-
		10%	8%	16%	18%	7%	12%	-%	-%	19%	-%	6%	11%	27%	23%	5%	-%	-%
				a	a		b			ac			af	abef	abef			
£100 - £199 (£1,200 - £2,399 pa)	(150)	106	44	5	12	1	-	106	-	-	106	28	20	25	18	12	-	-
		9%	8%	8%	19%	12%	-%	44%	-%	-%	44%	4%	9%	18%	29%	36%	-%	-%
					a			a			ab		af	abf	abcf	abcf		
£200 - £499 (£2,400 - £5,999 pa)	(350)	57	17	10	3	1	-	57	-	-	57	14	8	10	8	11	2	-
		5%	3%	17%	5%	19%	-%	24%	-%	-%	24%	2%	4%	7%	13%	32%	11%	-%
				ac				a			ab			a	ab	abcdf	ab	
£500 - £999 (£6,000 - £11,999 pa)	(750)	32	13	2	*	2	-	32	-	-	32	11	6	1	3	5	6	-
		3%	2%	4%	*%	35%	-%	13%	-%	-%	13%	1%	3%	1%	5%	15%	36%	-%
								a			ab				ac	abcd	abcde	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	17	11	1	2	1	-	17	-	-	17	10	*	3	*	2	2	-
		1%	2%	2%	3%	11%	-%	7%	-%	-%	7%	1%	*%	2%	*%	6%	12%	-%
								a			ab					abd	abcd	
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	9	4	3	*	*	-	9	-	-	9	1	3	*	1	-	1	-
		1%	1%	5%	1%	3%	-%	4%	-%	-%	4%	*%	1%	*%	1%	-%	6%	-%
				a				a			ab		a				ac	
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	14	3	*	2	*	-	14	-	-	14	4	-	-	4	1	3	-
		1%	1%	1%	4%	2%	-%	6%	-%	-%	6%	1%	-%	-%	6%	2%	16%	-%
					a			a			ab				abc		abce	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total		1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total		1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3	-	-	*	-	-	3	-	-	3	-	*	-	-	*	*	2
		*%	-%	-%	1%	-%	-%	1%	-%	-%	1%	-%	*%	-%	-%	*%	1%	84%
								a			b							
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	1	-	1	*	-	-	1	-	-	1	*	-	-	1	-	-	-
		*%	-%	2%	*%	-%	-%	1%	-%	-%	1%	*%	-%	-%	2%	-%	-%	-%
				a				a							ab			
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
		*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%
																	a	
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	16%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
		*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa) (400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa) (600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month	960	488	35	43	1	960	-	338	622	-	644	175	103	26	3	3	-
	80%	84%	60%	67%	17%	100%	-%	100%	100%	-%	90%	82%	72%	43%	9%	16%	-%
		bc				b		c	c		bcdef	cdef	def	ef			
£100+ per month	240	92	23	21	4	-	240	-	-	240	68	37	39	35	31	14	3
	20%	16%	40%	33%	83%	-%	100%	-%	-%	100%	10%	18%	28%	57%	91%	84%	100%
			a	a			a			ab		a	ab	abc	abcd	abcd	
Don't know - PROBE FULLY.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Mean	219.75	125.36	589.47	597.61	686.67	24.04	1003.82	5.00	34.40	1003.82	92.34	157.70	124.42	676.75	462.31	1713.14	14986
			a	a			a			b				abc	ac	abcde	

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

Ofcom; Business Postal Tracker
Table 10 (continuation)

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total		**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total		**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Under £10 (under £120 pa)	(5)	**338**	85	1	-	-	-	332	7	332	7	311	27	1
		28%	*17%*	*2%*	*-%*	*-%*	*-%*	*30%*	*6%*	*32%*	*4%*	*34%*	*9%*	*11%*
			bc					b		b		b		
£10 - £24 (£120 - £299 pa)	(17)	**303**	152	4	2	-	-	294	8	279	24	245	57	*
		25%	*31%*	*6%*	*4%*	*-%*	*-%*	*27%*	*8%*	*27%*	*15%*	*27%*	*20%*	*2%*
			bc					b		b		b		
£25 - £49 (£300 - £599 pa)	(37)	**202**	118	3	-	-	-	194	8	184	19	161	42	-
		17%	*24%*	*4%*	*-%*	*-%*	*-%*	*18%*	*8%*	*18%*	*12%*	*18%*	*15%*	*-%*
			bc					b						
£50 - £99 (£600 - £1,199 pa)	(75)	**117**	58	11	8	-	-	100	17	98	19	82	32	3
		10%	*12%*	*17%*	*20%*	*-%*	*-%*	*9%*	*16%*	*9%*	*12%*	*9%*	*11%*	*37%*
									a					
£100 - £199 (£1,200 - £2,399 pa)	(150)	**106**	47	20	8	1	2	90	16	79	27	56	48	1
		9%	*10%*	*32%*	*20%*	*6%*	*9%*	*8%*	*15%*	*8%*	*17%*	*6%*	*17%*	*19%*
				a	a				a		a		a	
£200 - £499 (£2,400 - £5,999 pa)	(350)	**57**	15	13	11	8	*	39	17	37	19	28	27	2
		5%	*3%*	*21%*	*28%*	*32%*	*1%*	*4%*	*16%*	*4%*	*13%*	*3%*	*10%*	*22%*
				a	a				a		a		a	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**32**	12	7	3	6	2	18	14	16	16	14	18	*
		3%	*2%*	*11%*	*8%*	*26%*	*8%*	*2%*	*13%*	*2%*	*10%*	*1%*	*6%*	*3%*
				a	a				a		a		a	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**17**	1	-	7	2	7	11	6	7	10	5	12	-
		1%	**%*	*-%*	*18%*	*8%*	*27%*	*1%*	*6%*	*1%*	*7%*	*1%*	*4%*	*-%*
					ab				a		a		a	
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**9**	*	1	-	7	1	2	7	2	7	1	7	*
		1%	**%*	*1%*	*-%*	*28%*	*4%*	**%*	*6%*	**%*	*5%*	**%*	*3%*	*5%*
									a		a		a	
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**14**	-	4	*	-	9	9	5	9	5	3	10	-
		1%	*-%*	*6%*	*1%*	*-%*	*40%*	*1%*	*4%*	*1%*	*3%*	**%*	*4%*	*-%*
				a	a				a		a		a	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total		**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total		**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3** ***%**	2 **%*	* **%*	- *-%*	- *-%*	* *2%*	3 **%*	* **%*	3 **%*	* **%*	* **%*	3 *1%* a	- *-%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-** **-%**	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1** ***%**	- *-%*	- *-%*	- *-%*	- *-%*	1 *6%*	* **%*	1 *1%* a	* **%*	1 *1%* a	- *-%*	1 **%* a	- *-%*
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-** **-%**	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-** **-%**	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	* ***%**	- *-%*	- *-%*	- *-%*	- *-%*	* *1%*	* **%*	- *-%*	- *-%*	* **%*	- *-%*	* **%*	- *-%*
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	* ***%**	- *-%*	- *-%*	- *-%*	- *-%*	* *2%*	* **%*	- *-%*	* **%*	- *-%*	* **%*	- *-%*	- *-%*
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	* ***%**	- *-%*	- *-%*	* **%*	- *-%*	- *-%*	- *-%*	* **%*	- *-%*	* **%*	- *-%*	* **%*	- *-%*
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total		**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total		**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		**960**	414	19	9	-	-	920	40	893	68	799	158	4
		80%	*84%*	*30%*	*24%*	*-%*	*-%*	*84%*	*38%*	*85%*	*44%*	*88%*	*55%*	*51%*
			bc					b		b		b		
£100+ per month		**240**	78	44	30	24	24	172	67	154	86	107	128	4
		20%	*16%*	*70%*	*76%*	*100%*	*100%*	*16%*	*62%*	*15%*	*56%*	*12%*	*45%*	*49%*
				a	a				a		a		a	
Don't know - PROBE FULLY.		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Mean		**219.75**	102.31	481.61	758.17	1138.25	4426.94	156.20	866.94	146.10	722.86	107.98	571.87	288.08
				a	a				a		a		a	

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
			Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total		1200	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total		1200	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Under £10 (under £120 pa)	(5)	338	243	48	44	309	119	317	64	67	12	193	20	*	66	64	314	7
		28%	38%	22%	14%	29%	18%	28%	12%	19%	4%	24%	6%	8%	23%	15%	28%	7%
			bc	c		bdefg	df	bdef	f	df		bdef			a	c	ac	
£10 - £24 (£120 - £299 pa)	(17)	303	197	50	52	283	173	289	119	97	40	218	68	-	90	101	293	9
		25%	31%	23%	16%	26%	26%	26%	23%	27%	15%	28%	20%	-%	31%	24%	26%	9%
			bc	c		f	f	f	f	f		df			a	c	c	
£25 - £49 (£300 - £599 pa)	(37)	202	100	42	57	184	135	188	91	68	44	144	48	1	68	79	189	19
		17%	16%	19%	18%	17%	20%	17%	17%	19%	16%	18%	14%	14%	24%	19%	17%	19%
															a			
£50 - £99 (£600 - £1,199 pa)	(75)	117	44	30	42	110	88	113	65	44	39	81	48	4	26	48	114	12
		10%	7%	13%	13%	10%	13%	10%	13%	12%	15%	10%	14%	63%	9%	12%	10%	12%
				a	a						acg							
£100 - £199 (£1,200 - £2,399 pa)	(150)	106	34	21	51	93	72	96	72	34	55	77	61	*	17	52	101	14
		9%	5%	10%	16%	9%	11%	9%	14%	9%	21%	10%	18%	8%	6%	12%	9%	14%
				a	a				aceg		abcdeg		c			b		b
£200 - £499 (£2,400 - £5,999 pa)	(350)	57	15	15	27	47	36	48	40	24	24	36	36	*	11	26	54	8
		5%	2%	7%	8%	4%	5%	4%	8%	7%	9%	5%	10%	3%	4%	6%	5%	8%
				a	a				acg		abcg		c					
£500 - £999 (£6,000 - £11,999 pa)	(750)	32	3	6	20	29	22	31	26	11	18	20	22	-	9	21	28	9
		3%	*%	3%	6%	3%	3%	3%	5%	3%	7%	3%	6%	-%	3%	5%	2%	9%
				a	a				acg		abceg					b		b
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	17	2	3	12	11	7	11	17	2	15	8	16	*	1	10	15	4
		1%	*%	1%	4%	1%	1%	1%	3%	1%	6%	1%	5%	4%	*%	2%	1%	4%
					a				abceg		abceg		c					b
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	9	3	*	6	6	2	6	9	4	8	3	9	-	*	3	7	6
		1%	*%	*%	2%	1%	*%	1%	2%	1%	3%	*%	2%	-%	*%	1%	1%	6%
					a				abcg		abcg		c					ab

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

Ofcom; Business Postal Tracker

Table 10 (continuation)

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
			Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total		**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total		**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**14**	2	2	9	5	11	11	14	5	8	5	14	-	-	10	14	8
		1%	**%*	*1%*	*3%*	**%*	*2%*	*1%*	*3%*	*1%*	*3%*	*1%*	*4%*	*-%*	*-%*	*2%*	*1%*	*8%*
					a		**ag**		**acg**	a	**acg**		c					**ab**
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	3	3	3	3	3	3	1	3	3	-	-	1	3	2
		****%***	**%*	*-%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	*2%*
					a													**ab**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
		****%***	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*
		****%***	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	*	-	-	*	*	*	*	*	-	*	-	*	-	-	*	*	*
		****%***	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
		****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa) (200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa) (400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa) (600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month	**960**	584	170	195	886	514	907	339	277	135	636	184	5	249	292	910	48
	80%	*91%*	*78%*	*60%*	*82%*	*77%*	*81%*	*65%*	*77%*	*51%*	*81%*	*53%*	*85%*	*87%*	*70%*	*80%*	*48%*
		bc	c		**bdef**	**df**	**bdef**	f	**df**		**df**			a	c	**ac**	
£100+ per month	**240**	59	49	129	195	156	208	182	84	131	152	162	1	37	125	223	53
	20%	*9%*	*22%*	*40%*	*18%*	*23%*	*19%*	*35%*	*23%*	*49%*	*19%*	*47%*	*15%*	*13%*	*30%*	*20%*	*52%*
			a	**ab**		**ac**		**abceg**	**ac**	**abcdeg**		c			b		**ab**
Don't know - PROBE FULLY.	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Mean	**219.75**	83.51	177.14	519.04	185.38	288.22	206.44	450.88	239.73	652.85	165.31	641.21	134.02	72.48	380.17	218.06	1235.85
				a				**acg**		**abceg**		c					**ab**

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
			1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total		**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total		**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Under £10 (under £120 pa)	(5)	**338**	241	194	15	3	318	328	254	331	234	332	*	181	334	27	26	284	28
		28%	*27%*	*26%*	*24%*	*17%*	*29%*	*28%*	*26%*	*28%*	*25%*	*28%*	*2%*	*26%* c	*29%* c	*16%*	*16%*	*31%* a	*24%*
£10 - £24 (£120 - £299 pa)	(17)	**303**	239	196	18	5	278	295	255	295	234	294	3	177	291	38	20	248	34
		25%	*27%*	*27%*	*29%*	*31%*	*25%*	*25%*	*26%*	*25%*	*25%*	*25%*	*42%*	*25%*	*25%*	*23%*	*12%*	*27%* a	*29%* a
£25 - £49 (£300 - £599 pa)	(37)	**202**	144	133	5	4	191	197	166	199	156	197	1	117	194	33	32	149	19
		17%	*16%*	*18%*	*9%*	*23%*	*17%*	*17%*	*17%*	*17%*	*17%*	*17%*	*19%*	*17%*	*17%*	*20%*	*20%*	*16%*	*16%*
£50 - £99 (£600 - £1,199 pa)	(75)	**117**	82	73	5	3	100	113	108	113	96	112	2	75	109	21	18	76	20
		10%	*9%*	*10%*	*8%*	*16%*	*9%*	*10%*	*11%*	*10%*	*10%*	*10%*	*37%*	*11%*	*9%*	*12%*	*11%*	*8%*	*17%* b
£100 - £199 (£1,200 - £2,399 pa)	(150)	**106**	86	65	8	-	96	102	87	103	93	100	-	70	97	20	24	73	9
		9%	*10%*	*9%*	*12%*	*-%*	*9%*	*9%*	*9%*	*9%*	*10%*	*9%*	*-%*	*10%*	*8%*	*12%*	*15%* b	*8%*	*7%*
£200 - £499 (£2,400 - £5,999 pa)	(350)	**57**	40	32	6	*	44	57	54	57	51	57	-	41	52	11	19	33	5
		5%	*4%*	*4%*	*9%* c	*1%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*6%*	*5%*	*6%*	*12%* **bc**	*4%*	*4%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**32**	24	17	*	-	30	30	25	31	29	32	-	20	27	8	5	25	3
		3%	*3%*	*2%*	*1%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*2%*	*5%*	*3%*	*3%*	*2%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**17**	8	12	1	-	16	17	13	17	14	17	-	7	16	5	6	11	*
		1%	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*3%*	*4%* b	*1%*	*%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**9**	4	6	2	-	6	9	6	9	9	9	-	8	9	3	4	5	*
		1%	*%*	*1%*	*3%* c	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*2%* b	*1%*	*%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**14**	12	7	-	1	12	14	14	14	14	14	-	7	14	2	7	7	*
		1%	*1%*	*1%*	*-%*	*9%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*4%* **bc**	*1%*	*%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
			1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total		**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total		**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3** ***%**	3 *%*	3 *%*	2 *4%* c	- -%	1 *%*	3 *%*	3 *%*	3 *%*	1 *%*	3 *%*	- -%	1 *%*	3 *%*	* *%*	3 *2%* b	- -%	* *%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-** ***-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1** ***%**	* *%*	1 *%*	- -%	- -%	1 *%*	1 *%*	1 *%*	1 *%*	1 *%*	1 *%*	- -%	* *%*	1 *%*	- -%	* *%*	1 *%*	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-** ***-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-** ***-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** ***-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	* ***%**	* *%*	* *%*	- -%	- -%	* *%*	* *%*	* *%*	* *%*	* *%*	* *%*	- -%	* *%*	* *%*	* *%*	- -%	- -%	* *%*
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** ***-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	* ***%**	* *%*	* *%*	- -%	* *3%*	- -%	* *%*	* *%*	* *%*	* *%*	* *%*	- -%	* *%*	* *%*	* *%*	* *%*	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	* ***%**	- -%	* *%*	* *%*	- -%	- -%	* *%*	* *%*	* *%*	* *%*	* *%*	- -%	- -%	* *%*	* *%*	- -%	* *%*	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** ***-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
			1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total		1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total		1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		960	706	596	43	15	886	932	783	939	720	936	6	550	929	118	96	758	101
		80%	80%	81%	70%	87%	81% a	80%	79%	80%	77%	80%	100%	78% c	81% c	71%	59%	83% a	86% a
£100+ per month		240	177	143	19	2	207	233	203	235	213	234	-	155	220	49	68	154	17
		20%	20%	19%	30% c	13%	19%	20%	21%	20%	23%	20%	-%	22%	19%	29% ab	41% bc	17%	14%
Don't know - PROBE FULLY.		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Mean	2	9.75	205.85	247.38	555.76 c	1965.99	172.53	223.68	240.36	222.64	249.92	223.95	42.17	213.99	221.62	495.16	665.93 b	150.10	139.66

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		1200	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total		1200	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Under £10 (under £120 pa)	(5)	**338**	13	11	314	193	146	286	52	281	11	32	305	3	18
		28%	*12%*	*17%*	*31%*	*26%*	*31%*	*26%*	*47%*	*30%*	*17%*	*15%*	*31%*	*7%*	*11%*
					ab				a	b			a		
£10 - £24 (£120 - £299 pa)	(17)	**303**	14	9	279	209	94	263	40	240	16	43	260	2	36
		25%	*14%*	*14%*	*27%*	*29%*	*20%*	*24%*	*36%*	*26%*	*24%*	*20%*	*27%*	*5%*	*21%*
					ab	b			a				a		a
£25 - £49 (£300 - £599 pa)	(37)	**202**	7	10	185	119	84	193	9	160	10	47	155	2	34
		17%	*7%*	*15%*	*18%*	*16%*	*18%*	*18%*	*8%*	*17%*	*15%*	*22%*	*16%*	*4%*	*20%*
					a			b				b			a
£50 - £99 (£600 - £1,199 pa)	(75)	**117**	11	5	101	70	46	112	5	83	11	25	89	4	20
		10%	*10%*	*8%*	*10%*	*10%*	*10%*	*10%*	*5%*	*9%*	*16%*	*11%*	*9%*	*11%*	*12%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**106**	19	7	80	63	43	101	5	83	7	22	83	11	22
		9%	*19%*	*10%*	*8%*	*9%*	*9%*	*9%*	*4%*	*9%*	*10%*	*10%*	*9%*	*31%*	*13%*
			c											b	
£200 - £499 (£2,400 - £5,999 pa)	(350)	**57**	15	10	29	37	20	57	*	41	5	25	30	7	14
		5%	*15%*	*16%*	*3%*	*5%*	*4%*	*5%*	*%*	*4%*	*7%*	*12%*	*3%*	*20%*	*8%*
			c	c				b				b		b	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**32**	7	2	23	18	14	32	*	23	7	14	18	2	9
		3%	*7%*	*3%*	*2%*	*2%*	*3%*	*3%*	*%*	*2%*	*10%*	*6%*	*2%*	*6%*	*5%*
			c								a	b			
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**17**	7	6	5	6	11	17	-	12	*	4	13	3	4
		1%	*6%*	*8%*	*%*	*1%*	*2%*	*2%*	*-%*	*1%*	*%*	*2%*	*1%*	*9%*	*3%*
			c	c			a							b	
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**9**	7	*	1	5	4	9	-	6	1	2	7	2	1
		1%	*7%*	*1%*	*%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*4%*	*1%*
			c												
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**14**	*	4	7	6	8	14	-	9	-	4	10	1	7
		1%	*%*	*6%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*2%*	*4%*
				ac											

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total		**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	3	-	*	1	2	3	-	1	-	*	3	*	*
		***%**	*3%* c	-%	*%*	*%*	*%*	*%*	-%	*%*	-%	*%*	*%*	*%*	*%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**1**	-	-	1	1	*	1	-	*	-	-	1	-	1
		***%**	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	-%	*1%*
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	-	-	-	*	*	-	-	*	*	-	*	-
		***%**	*%*	-%	-%	-%	*%*	*%*	-%	-%	*%*	*%*	-%	*%*	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	*	-	*	-	-	*	*	-	-	-	*	-	-	-
		***%**	-%	*1%* c	-%	-%	*%*	*%*	-%	-%	-%	*%*	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	-	-	*	*	-	*	-	*	-	-	*	-	*
		***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total		**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		**960**	45	35	880	591	370	854	106	764	49	147	809	10	107
		80%	*43%*	*55%*	*86%*	*81%*	*78%*	*78%*	*95%*	*81%*	*71%*	*68%*	*83%*	*27%*	*64%*
					ab				a				a		a
£100+ per month		**240**	59	29	147	137	103	235	5	174	19	71	165	27	59
		20%	*57%*	*45%*	*14%*	*19%*	*22%*	*22%*	*5%*	*19%*	*29%*	*32%*	*17%*	*73%*	*36%*
			c	c				b				b		b	
Don't know - PROBE FULLY.		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Mean		**219.75**	652.67	928.19	122.37	169.77	296.69	239.84	23.68	153.89	262.94	397.37	179.35	664.33	515.32
			c	c											

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

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Satisfaction with other main provider		Month			Month			Month		
			Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%			a	*b	a	b	c	a	b	c	a	b	c
Unweighted total		1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total		1200	175	6	100	162	141	56	97	247	120	132	145
Under £10 (under £120 pa)	(5)	338	17	-	37	38	36	14	32	73	37	38	34
		28%	10%	-%	38% bc	23%	25%	24%	33%	30%	31%	29%	23%
£10 - £24 (£120 - £299 pa)	(17)	303	31	-	25	44	43	14	17	69	14	26	50
		25%	18%	-%	25%	27%	31%	26%	17%	28% b	11%	20%	35% ab
£25 - £49 (£300 - £599 pa)	(37)	202	35	-	7	29	24	13	17	48	17	23	25
		17%	20%	-%	7%	18% a	17% a	23%	18%	19%	14%	17%	17%
£50 - £99 (£600 - £1,199 pa)	(75)	117	20	*	6	14	16	4	9	24	22	9	12
		10%	12%	3%	6%	9%	11%	7%	9%	10%	18% bc	7%	9%
£100 - £199 (£1,200 - £2,399 pa)	(150)	106	25	4	10	18	10	7	6	15	20	10	10
		9%	15%	60%	10%	11%	7%	13%	6%	6%	16% bc	8%	7%
£200 - £499 (£2,400 - £5,999 pa)	(350)	57	20	-	8	7	8	3	7	9	1	9	6
		5%	11%	-%	8%	4%	5%	5%	8%	4%	1%	7% a	4%
£500 - £999 (£6,000 - £11,999 pa)	(750)	32	10	-	2	6	3	*	*	6	4	9	2
		3%	5%	-%	2%	3%	2%	1%	*%	2%	3%	7% c	1%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	17	5	2	1	4	2	-	2	2	3	2	*
		1%	3%	37%	1%	2%	2%	-%	2%	1%	3%	2%	*%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	9	2	-	*	1	-	*	3	*	*	*	4
		1%	1%	-%	*%	1%	-%	*%	3% c	*%	*%	*%	3%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	14	8	-	2	2	-	-	3	-	2	3	2
		1%	5%	-%	2%	1%	-%	-%	3% c	-%	2%	2%	1%

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

Ofcom; Business Postal Tracker

Table 10 (continuation)

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Satisfaction with other main provider		Month			Month			Month		
			Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%			a	*b	a	b	c	a	b	c	a	b	c
Unweighted total		1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total		1200	175	6	100	162	141	56	97	247	120	132	145
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3	*	-	-	-	-	*	-	*	*	2	*
		*%	*%	-%	-%	-%	-%	*%	-%	*%	*%	2%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	1	1	-	*	-	-	-	1	-	-	-	-
		*%	1%	-%	*%	-%	-%	-%	1%	-%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	-	-	*	-	-	-	-	-	-	-
		*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	*	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	*	*	-	-	-	-	-	-	-	-	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Satisfaction with other main provider		Month			Month			Month		
			Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%			a	*b	a	b	c	a	b	c	a	b	c
Unweighted total		1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total		1200	175	6	100	162	141	56	97	247	120	132	145
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		960	103	*	76	125	118	45	75	215	89	96	121
		80%	59%	3%	76%	77%	84%	81%	77%	87% b	74%	73%	84% ab
£100+ per month		240	72	6	24	38	23	11	22	32	31	36	24
		20%	41%	97%	24%	23%	16%	19%	23% c	13%	26% c	27% c	16%
Don't know - PROBE FULLY.		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1200	175	6	100	162	141	56	97	247	120	132	145
Mean		219.75	579.98	651.70	208.09	205.73	90.49	81.12	421.81 c	77.98	429.66	403.67	187.25

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
0-24%	**166**	10	21	13	9	14	20	32	16	13	8	4	5	149
	14%	*13%*	*17%*	*10%*	*13%*	*16%*	*11%*	*18%*	*17%*	*15%*	*14%*	*7%*	*10%*	*14%*
			k			k		k	k	k	k			k
25-49%	**43**	5	4	3	3	1	5	8	5	3	4	3	-	36
	4%	*7%*	*3%*	*2%*	*4%*	*1%*	*3%*	*4%*	*6%*	*3%*	*7%*	*5%*	*-%*	*4%*
		l	l		l		l	l	l	l	l	l		l
50-74%	**97**	8	7	18	4	9	8	15	7	3	7	7	4	79
	8%	*11%*	*6%*	*13%*	*6%*	*10%*	*4%*	*8%*	*7%*	*4%*	*13%*	*12%*	*8%*	*8%*
				fi							**fim**	**fi**		
75-100%	**894**	49	91	101	54	62	155	127	65	65	38	46	41	768
	74%	*68%*	*74%*	*75%*	*77%*	*72%*	*82%*	*70%*	*69%*	*78%*	*67%*	*76%*	*82%*	*74%*
							aghj						**aghj**	j
Answered	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Mean	**78.50**	75.83	77.66	80.82	81.37	76.85	81.69	74.81	74.23	79.65	74.51	82.25	84.46	78.21
												j	**ghjm**	

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
0-24%	**166**	3	32	*	4	68	3	48	161	4	1	*	5	82	84
	14%	*3%*	*31%*	*3%*	*5%*	*22%*	*4%*	*10%*	*14%*	*13%*	*14%*	*2%*	*11%*	*14%*	*13%*
			adfg			**adfg**		a	d	d	d		d		
25-49%	**43**	2	1	-	1	17	-	18	41	1	*	1	2	20	23
	4%	*2%*	*1%*	*-%*	*1%*	*5%*	*-%*	*4%*	*4%*	*2%*	*4%*	*13%*	*5%*	*3%*	*4%*
						b						**abe**			
50-74%	**97**	8	5	2	5	31	7	38	92	4	1	*	5	46	51
	8%	*6%*	*5%*	*10%*	*6%*	*10%*	*13%*	*8%*	*8%*	*13%*	*11%*	*2%*	*10%*	*8%*	*8%*
										ad					
75-100%	**894**	106	66	14	79	193	49	358	858	22	7	7	35	429	465
	74%	*89%*	*64%*	*87%*	*89%*	*63%*	*83%*	*77%*	*75%*	*72%*	*72%*	*82%*	*74%*	*74%*	*75%*
		beg			**beg**		**be**	**be**							
Answered	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Mean	**78.50**	91.99	65.97	88.54	88.91	68.23	89.98	81.28	78.53	77.46	74.71	82.59	77.83	77.95	79.02
		beg			**beg**		**beg**	**be**							

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
0-24%	**166**	91	16	13	1	67	99	11	56	99	115	19	6	4	2	*	-
	14%	*16%*	*28%*	*20%*	*21%*	*7%*	*41%*	*3%*	*9%*	*41%*	*16%*	*9%*	*5%*	*7%*	*5%*	*2%*	*-%*
			a				a		a	**ab**	**bcdef**						
25-49%	**43**	15	2	1	1	31	12	2	29	12	31	8	*	3	1	*	-
	4%	*3%*	*3%*	*1%*	*18%*	*3%*	*5%*	*1%*	*5%*	*5%*	*4%*	*4%*	**%*	*5%*	*2%*	*3%*	*-%*
									a	a	c	c		c			
50-74%	**97**	47	6	8	*	67	30	8	59	30	38	25	21	6	4	4	-
	8%	*8%*	*11%*	*12%*	*7%*	*7%*	*13%*	*2%*	*9%*	*13%*	*5%*	*12%*	*15%*	*10%*	*11%*	*23%*	*-%*
							a		a	a		a	a			**ad**	
75-100%	**894**	426	34	43	3	796	98	318	478	98	529	160	114	47	28	12	3
	74%	*74%*	*58%*	*67%*	*54%*	*83%*	*41%*	*94%*	*77%*	*41%*	*74%*	*76%*	*81%*	*79%*	*82%*	*72%*	*100%*
		b				b		**bc**	c								
Answered	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Mean	**78.50**	77.34	65.04	74.16	62.94	85.68	49.74	93.76	81.28	49.74	77.49	81.57	85.47	82.49	87.68	81.53	80.00
		b				b		**bc**	c				a		a		

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
0-24%	166	64	38	22	22	17	88	77	78	88	49	114	3
	14%	*13%*	*61%*	*56%*	*92%*	*73%*	*8%*	*72%*	*7%*	*57%*	*5%*	*40%*	*33%*
			a	a				a		a		a	
25-49%	43	30	8	3	1	1	38	5	27	16	21	22	-
	4%	*6%*	*13%*	*9%*	*4%*	*2%*	*3%*	*5%*	*3%*	*10%*	*2%*	*8%*	*-%*
			a							a		a	
50-74%	97	71	10	10	*	5	90	7	85	12	58	39	-
	8%	*15%*	*16%*	*24%*	*2%*	*22%*	*8%*	*6%*	*8%*	*8%*	*6%*	*14%*	*-%*
												a	
75-100%	894	326	7	4	1	1	876	18	857	37	778	111	5
	74%	*66%*	*11%*	*11%*	*3%*	*3%*	*80%*	*16%*	*82%*	*24%*	*86%*	*39%*	*67%*
		bc					b		b		b		
Answered	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Mean	78.50	71.19	28.55	27.17	13.61	18.27	83.63	26.56	85.00	34.28	88.25	48.03	67.23
		bc					b		b		b		

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
0-24%	**166**	63	28	69	104	77	119	159	36	120	72	142	3	17	102	148	37
	14%	*10%*	*13%*	*21%*	*10%*	*11%*	*11%*	*30%*	*10%*	*45%*	*9%*	*41%*	*55%*	*6%*	*25%*	*13%*	*37%*
				ab				**abceg**		**abcdeg**		c			b		**ab**
25-49%	**43**	21	7	15	37	28	37	37	10	23	26	27	-	16	27	39	4
	4%	*3%*	*3%*	*5%*	*3%*	*4%*	*3%*	*7%*	*3%*	*9%*	*3%*	*8%*	*-%*	*6%*	*6%*	*3%*	*4%*
								abceg		**abceg**					b		
50-74%	**97**	47	13	37	92	72	96	91	39	46	64	66	*	30	54	93	9
	8%	*7%*	*6%*	*11%*	*9%*	*11%*	*9%*	*17%*	*11%*	*17%*	*8%*	*19%*	*6%*	*11%*	*13%*	*8%*	*9%*
				ab				**abceg**		**abceg**		c			b		
75-100%	**894**	512	171	203	848	493	863	235	276	77	626	111	2	223	234	853	50
	74%	*80%*	*78%*	*62%*	*78%*	*74%*	*77%*	*45%*	*76%*	*29%*	*79%*	*32%*	*38%*	*78%*	*56%*	*75%*	*49%*
		c	c		**bdf**	**df**	**df**	f	**df**		**bdf**			a		**ac**	
Answered	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Mean	**78.50**	83.28	80.97	68.44	82.37	78.52	81.43	54.72	80.14	42.30	82.58	44.78	41.95	79.41	63.35	79.31	55.36
		c	c		**bdf**	**df**	**bdf**	f	**df**		**bdf**			a	c	**ac**	

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
0-24%	166	115	73	5	2	149	156	132	157	156	164	-	122	153	43	45	114	7
	14%	*13%*	*10%*	*8%*	*11%*	*14%*	*13%*	*13%*	*13%*	*17%*	*14%*	*-%*	*17%*	*13%*	*26%*	*27%*	*12%*	*6%*
		b								abc			b		ab	bc	c	
25-49%	43	28	21	4	-	37	40	35	40	39	41	2	33	40	8	9	29	2
	4%	*3%*	*3%*	*7%*	*-%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*37%*	*5%*	*4%*	*5%*	*6%*	*3%*	*2%*
50-74%	97	80	55	4	-	90	94	86	97	84	93	-	69	90	13	25	66	6
	8%	*9%*	*7%*	*7%*	*-%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*-%*	*10%*	*8%*	*8%*	*15%*	*7%*	*6%*
																bc		
75-100%	894	660	590	49	15	817	875	732	880	655	872	4	482	865	103	85	704	102
	74%	*75%*	*80%*	*79%*	*89%*	*75%*	*75%*	*74%*	*75%*	*70%*	*75%*	*63%*	*68%*	*75%*	*62%*	*52%*	*77%*	*86%*
			a				d	d	d		d			ac			a	ab
Answered	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Mean	78.50	79.07	82.43	79.65	84.20	78.94	78.90	78.49	78.89	74.87	78.40	75.11	73.68	79.19	65.37	61.47	80.41	88.17
			a				d	d	d		d		c	ac			a	ab

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
0-24%	**166**	59	20	83	89	77	162	4	113	14	44	119	26	52
	14%	*57%*	*30%*	*8%*	*12%*	*16%*	*15%*	*4%*	*12%*	*20%*	*20%*	*12%*	*71%*	*31%*
		bc	c			a	b				b		b	
25-49%	**43**	6	6	31	33	10	40	3	38	2	8	35	1	14
	4%	*5%*	*9%*	*3%*	*4%*	*2%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*9%*
			c		b									
50-74%	**97**	5	9	83	58	40	91	6	79	10	19	78	5	23
	8%	*5%*	*15%*	*8%*	*8%*	*8%*	*8%*	*5%*	*8%*	*14%*	*9%*	*8%*	*14%*	*14%*
			a											
75-100%	**894**	34	30	829	549	345	795	98	709	42	148	741	4	77
	74%	*32%*	*46%*	*81%*	*75%*	*73%*	*73%*	*88%*	*76%*	*62%*	*68%*	*76%*	*11%*	*46%*
				ab				a	b			a		a
Answered	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Mean	**78.50**	38.38	56.19	84.19	79.52	76.94	77.41	89.12	79.83	71.18	71.53	80.19	24.32	54.96
			a	**ab**				a	b			a		a

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

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
0-24%	166	63	6	12	18	10	9	19	25	18	32	23
	14%	*36%*	*97%*	*12%*	*11%*	*7%*	*16%*	*19%*	*10%*	*15%*	*25%*	*16%*
								c				
25-49%	43	16	-	6	6	5	5	1	13	3	*	4
	4%	*9%*	*-%*	*6%*	*3%*	*4%*	*8%*	*1%*	*5%*	*2%*	**%*	*2%*
							b					
50-74%	97	24	-	7	16	16	1	11	12	16	6	13
	8%	*13%*	*-%*	*7%*	*10%*	*11%*	*1%*	*11%*	*5%*	*13%*	*4%*	*9%*
								ac		b		
75-100%	894	73	*	75	124	110	42	67	196	83	93	105
	74%	*42%*	*3%*	*75%*	*76%*	*78%*	*74%*	*69%*	*80%*	*69%*	*71%*	*72%*
									b			
Answered	1200	175	6	100	162	141	56	97	247	120	132	145
Mean	78.50	51.17	7.71	78.65	80.49	84.10	76.71	74.77	80.82	76.51	73.46	76.22

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
0-24%	**874**	48	90	99	55	58	144	126	65	64	39	45	40	749
	73%	*66%*	*74%*	*73%*	*79%*	*68%*	*77%*	*70%*	*69%*	*76%*	*68%*	*74%*	*80%*	*73%*
													aejm	
25-49%	**74**	7	7	13	*	10	11	11	*	3	3	6	4	62
	6%	*9%*	*6%*	*10%*	**%*	*12%*	*6%*	*6%*	**%*	*3%*	*4%*	*9%*	*7%*	*6%*
		dh	h	**dh**		**dhijm**	h	h				**dh**	**dh**	h
50-74%	**84**	5	2	13	6	4	10	15	10	4	8	6	1	69
	7%	*7%*	*2%*	*9%*	*9%*	*4%*	*5%*	*8%*	*11%*	*5%*	*14%*	*9%*	*3%*	*7%*
				bl	**bl**			b	**bl**		**befilm**	**bl**		b
75-100%	**168**	13	23	10	8	14	23	30	18	13	8	4	5	152
	14%	*18%*	*19%*	*8%*	*11%*	*16%*	*12%*	*17%*	*19%*	*15%*	*13%*	*7%*	*9%*	*15%*
		k	**ckl**			k		k	**ckl**	k				k
Answered	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Mean	**20.78**	23.90	22.24	17.85	17.10	22.70	18.02	24.39	25.77	18.81	23.98	16.90	14.81	21.13
		l						l	**kl**		**kl**			l

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
0-24%	**874**	107	65	14	79	185	49	346	839	22	7	6	34	415	459
	73%	*89%*	*63%*	*87%*	*89%*	*60%*	*83%*	*75%*	*73%*	*71%*	*70%*	*74%*	*72%*	*72%*	*74%*
		beg			**beg**		**be**	**be**							
25-49%	**74**	3	4	*	5	24	3	30	69	3	1	1	5	38	36
	6%	*3%*	*4%*	*3%*	*5%*	*8%*	*6%*	*6%*	*6%*	*10%*	*12%*	*11%*	*10%*	*7%*	*6%*
						a							a		
50-74%	**84**	5	4	1	1	27	4	40	81	2	*	1	3	42	42
	7%	*4%*	*4%*	*8%*	*1%*	*9%*	*7%*	*9%*	*7%*	*6%*	*4%*	*12%*	*7%*	*7%*	*7%*
						d		d							
75-100%	**168**	5	31	*	4	72	3	47	163	4	1	*	6	82	87
	14%	*4%*	*30%*	*3%*	*5%*	*23%*	*4%*	*10%*	*14%*	*13%*	*14%*	*2%*	*12%*	*14%*	*14%*
			adfg			**adfg**		a	d	d	d		d		
Answered	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Mean	**20.78**	7.59	32.49	11.19	10.31	31.50	9.93	18.05	20.79	21.19	23.14	16.01	20.66	21.48	20.14
			adfg			**adfg**		**ad**							

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
0-24%	**874**	414	32	42	3	779	95	315	464	95	514	162	110	46	27	11	3
	73%	*71%*	*55%*	*66%*	*51%*	*81%*	*40%*	*93%*	*75%*	*40%*	*72%*	*76%*	*78%*	*76%*	*80%*	*68%*	*100%*
		b				b		**bc**	c								
25-49%	**74**	33	9	7	1	56	18	6	50	18	29	17	16	3	5	4	-
	6%	*6%*	*15%*	*11%*	*14%*	*6%*	*8%*	*2%*	*8%*	*8%*	*4%*	*8%*	*11%*	*4%*	*13%*	*24%*	*-%*
			a						a	a		a	a		**ad**	**abcd**	
50-74%	**84**	42	5	3	1	59	25	6	53	25	49	16	9	6	1	1	-
	7%	*7%*	*9%*	*5%*	*11%*	*6%*	*10%*	*2%*	*9%*	*10%*	*7%*	*7%*	*6%*	*11%*	*2%*	*6%*	*-%*
							a		a	a				e			
75-100%	**168**	91	12	12	1	66	102	11	55	102	120	17	7	5	2	*	-
	14%	*16%*	*21%*	*19%*	*25%*	*7%*	*43%*	*3%*	*9%*	*43%*	*17%*	*8%*	*5%*	*9%*	*5%*	*2%*	*-%*
							a		a	**ab**	**bcef**						
Answered	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Mean	**20.78**	22.16	29.61	24.16	35.89	13.59	49.58	5.73	17.87	49.58	21.99	17.05	14.13	17.26	12.32	18.40	20.00
							a		a	**ab**	**ce**						

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
0-24%	874	304	7	3	1	1	855	19	837	37	766	102	5
	73%	62%	11%	8%	3%	3%	78%	17%	80%	24%	85%	36%	69%
		bc					b		b		b		
25-49%	74	64	4	1	*	4	69	5	66	7	39	35	-
	6%	13%	6%	3%	2%	18%	6%	4%	6%	5%	4%	12%	-%
												a	
50-74%	84	58	11	10	3	2	74	10	60	24	49	35	-
	7%	12%	18%	25%	13%	7%	7%	10%	6%	16%	5%	12%	-%
				a						a		a	
75-100%	168	65	40	25	20	17	94	73	83	85	52	113	2
	14%	13%	65%	64%	82%	73%	9%	69%	8%	56%	6%	40%	31%
			a	a				a		a		a	
Answered	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Mean	20.78	27.72	71.21	72.64	82.25	81.69	15.97	69.53	14.58	62.93	11.28	50.52	30.00
			a	a				a		a		a	

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
0-24%	**874**	502	168	196	830	479	842	216	264	74	611	102	2	209	219	832	45
	73%	*78%*	*77%*	*60%*	*77%*	*72%*	*75%*	*41%*	*73%*	*28%*	*78%*	*30%*	*41%*	*73%*	*53%*	*73%*	*45%*
		c	c		**bdf**	**df**	**df**	f	**df**		**bdf**			a		**ac**	
25-49%	**74**	41	11	22	68	54	73	67	33	30	50	44	3	27	44	73	14
	6%	*6%*	*5%*	*7%*	*6%*	*8%*	*7%*	*13%*	*9%*	*11%*	*6%*	*13%*	*50%*	*10%*	*11%*	*6%*	*13%*
								abcg		**acg**					b		b
50-74%	**84**	41	10	32	76	55	78	76	28	36	49	52	-	32	49	74	8
	7%	*6%*	*5%*	*10%*	*7%*	*8%*	*7%*	*15%*	*8%*	*13%*	*6%*	*15%*	*-%*	*11%*	*12%*	*7%*	*7%*
				ab				**abceg**		**abceg**					b		
75-100%	**168**	59	30	74	107	82	122	163	35	127	78	148	*	18	105	153	34
	14%	*9%*	*13%*	*23%*	*10%*	*12%*	*11%*	*31%*	*10%*	*48%*	*10%*	*43%*	*8%*	*6%*	*25%*	*13%*	*34%*
				ab				**abceg**		**abcdeg**		c			b		b
Answered	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Mean	**20.78**	15.67	18.75	31.20	16.99	20.97	17.95	44.27	18.71	56.59	16.94	54.25	25.41	20.09	35.69	20.06	41.09
				ab		**acg**		**abceg**		**abcdeg**		c			b		b

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
0-24%	**874**	644	578	48	15	798	856	711	860	633	850	4	463	846	93	82	687	101
	73%	*73%*	*78%*	*78%*	*87%*	*73%*	*73%*	*72%*	*73%*	*68%*	*73%*	*63%*	*66%*	*74%*	*55%*	*50%*	*75%*	*86%*
			a				d	d	d		d		c	**ac**			a	**ab**
25-49%	**74**	62	47	3	*	71	70	70	73	68	72	-	57	74	20	17	47	9
	6%	*7%*	*6%*	*5%*	*1%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*-%*	*8%*	*6%*	*12%*	*11%*	*5%*	*8%*
															b	b		
50-74%	**84**	60	43	6	-	73	81	73	82	72	79	2	60	75	14	16	63	3
	7%	*7%*	*6%*	*9%*	*-%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*37%*	*9%*	*7%*	*8%*	*9%*	*7%*	*3%*
																c		
75-100%	**168**	116	71	5	2	151	159	132	159	160	168	-	124	155	40	49	115	5
	14%	*13%*	*10%*	*8%*	*11%*	*14%*	*14%*	*13%*	*14%*	*17%*	*14%*	*-%*	*18%*	*13%*	*24%*	*30%*	*13%*	*4%*
		b								**abc**			b		**ab**	**bc**	c	
Answered	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Mean	**20.78**	20.20	16.75	19.83	13.97	20.35	20.39	20.91	20.39	24.51	20.99	24.89	25.50	20.06	32.57	38.21	19.00	9.79
		b								**abce**			b		**ab**	**bc**	c	

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
0-24%	**874**	31	29	812	537	337	774	99	693	42	140	729	3	73
	73%	*30%*	*45%*	*79%*	*74%*	*71%*	*71%*	*89%*	*74%*	*62%*	*64%*	*75%*	*9%*	*44%*
			a	**ab**				a				a		a
25-49%	**74**	7	5	62	39	35	70	3	58	6	19	54	2	22
	6%	*6%*	*8%*	*6%*	*5%*	*7%*	*6%*	*3%*	*6%*	*8%*	*9%*	*6%*	*4%*	*13%*
50-74%	**84**	9	11	64	58	26	81	3	70	9	14	70	6	20
	7%	*9%*	*16%*	*6%*	*8%*	*5%*	*7%*	*3%*	*7%*	*13%*	*6%*	*7%*	*15%*	*12%*
			c											
75-100%	**168**	57	20	88	94	75	163	5	117	11	45	121	26	52
	14%	*55%*	*30%*	*9%*	*13%*	*16%*	*15%*	*5%*	*12%*	*17%*	*21%*	*12%*	*71%*	*31%*
		bc	c				b				b		b	
Answered	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Mean	**20.78**	59.37	43.74	15.21	19.99	22.00	21.92	9.72	19.50	26.11	27.49	19.17	74.76	44.29
		bc	c				b				b		b	

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

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
0-24%	**874**	68	*	74	121	106	41	65	184	83	92	108
	73%	*39%*	*3%*	*74%*	*74%*	*75%*	*74%*	*67%*	*75%*	*69%*	*69%*	*74%*
25-49%	**74**	23	-	2	12	13	1	10	22	6	4	4
	6%	*13%*	*-%*	*2%*	*8%*	*9%*	*1%*	*10%*	*9%*	*5%*	*3%*	*3%*
						a		a	a			
50-74%	**84**	22	-	7	12	11	4	3	15	13	4	15
	7%	*13%*	*-%*	*7%*	*7%*	*8%*	*6%*	*3%*	*6%*	*11%*	*3%*	*10%*
										b		b
75-100%	**168**	63	6	16	17	11	11	19	25	18	32	18
	14%	*36%*	*97%*	*16%*	*11%*	*8%*	*19%*	*19%*	*10%*	*15%*	*25%*	*13%*
								c			c	
Answered	**1200**	175	6	100	162	141	56	97	247	120	132	145
Mean	**20.78**	47.93	92.29	21.30	19.06	15.78	22.57	25.04	17.93	23.28	26.49	21.26

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

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Table 13

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
0-24%	**1188**	72	122	131	69	85	188	179	93	83	55	60	49	1023
	99%	*100%*	*100%*	*98%*	*98%*	*99%*	*100%*	*99%*	*100%*	*99%*	*97%*	*99%*	*99%*	*99%*
														j
25-49%	**6**	-	*	-	-	1	*	2	-	-	1	-	*	4
	%	*-%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	**%*
											km			
50-74%	**3**	-	-	3	-	-	-	-	-	-	*	-	*	3
	%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*
				m										
75-100%	**3**	*	-	-	1	-	-	-	-	1	-	*	*	3
	%	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	**%*
Answered	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Mean	**0.72**	0.26	0.09	1.33	1.53	0.45	0.28	0.80	*	1.55	1.52	0.85	0.73	0.66

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
0-24%	**1188**	119	101	16	88	309	59	457	1141	30	9	8	47	572	615
	99%	*100%*	*98%*	*100%*	*99%*	*100%*	*100%*	*99%*	*99%*	*98%*	*99%*	*98%*	*98%*	*99%*	*99%*
						b									
25-49%	**6**	*	1	-	1	-	*	3	5	*	-	*	*	1	5
	%	*%*	*1%*	*-%*	*1%*	*-%*	*%*	*1%*	*%*	*1%*	*-%*	*2%*	*1%*	*%*	*1%*
50-74%	**3**	-	-	-	-	-	-	1	3	*	-	-	*	3	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*
75-100%	**3**	-	1	-	-	*	-	1	3	*	*	-	*	*	3
	%	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*%*	*1%*	*1%*	*-%*	*1%*	*%*	*%*
Answered	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Mean	**0.72**	0.42	1.54	0.27	0.78	0.27	0.09	0.67	0.68	1.35	2.15	1.41	1.51	0.58	0.84

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

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
0-24%	**1188**	576	53	63	5	951	236	337	614	236	708	208	141	60	34	16	3
	99%	*99%*	*93%*	*98%*	*96%*	*99%*	*99%*	*100%*	*99%*	*99%*	*100%*	*98%*	*99%*	*99%*	*100%*	*100%*	*100%*
		b									b						
25-49%	**6**	3	*	-	*	3	3	*	3	3	1	2	*	*	-	-	-
	%	*1%*	*%*	*-%*	*4%*	*%*	*1%*	*%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	*-%*	*-%*	*-%*
							a										
50-74%	**3**	*	3	*	-	3	*	-	3	*	-	3	1	-	-	-	-
	%	*%*	*5%*	*%*	*-%*	*%*	*%*	*-%*	*1%*	*%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*
			a									a					
75-100%	**3**	*	1	1	-	3	*	1	2	*	2	*	-	-	-	-	-
	%	*%*	*2%*	*2%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
			a	a													
Answered	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Mean	**0.72**	0.50	5.35	1.68	1.18	0.73	0.68	0.51	0.84	0.68	0.52	1.37	0.40	0.25	-	0.07	-
			a														

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

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
0-24%	**1188**	484	62	39	22	24	1087	101	1041	147	900	279	7
	99%	*99%*	*99%*	*100%*	*90%*	*100%*	*99%* b	*94%*	*99%* b	*96%*	*99%* b	*98%*	*97%*
25-49%	**6**	3	*	-	2	-	3	2	3	2	3	2	-
	***%**	*1%*	*1%*	*-%*	*10%*	*-%*	*%*	*2%* a	*%*	*2%*	*%*	*1%*	*-%*
50-74%	**3**	3	-	*	-	-	1	3	*	3	*	3	-
	***%**	*1%*	*-%*	*%*	*-%*	*-%*	*%*	*3%* a	*%*	*2%* a	*%*	*1%* a	*-%*
75-100%	**3**	2	-	-	-	-	2	1	2	1	2	1	*
	***%**	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*1%* a	*%*	*1%*	*%*	*%*	*3%*
Answered	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Mean	**0.72**	1.10	0.25	0.19	4.15	0.04	0.40	3.90 a	0.41	2.79 a	0.47	1.45 a	2.77

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

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
0-24%	**1188**	633	218	323	1073	666	1107	514	356	261	782	340	3	285	412	1124	96
	99%	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*98%*	*99%*	*98%*	*53%*	*100%*	*99%*	*99%*	*95%*
															c	c	
25-49%	**6**	3	1	2	2	1	2	3	1	3	3	5	-	1	*	2	1
	***%**	*%*	*1%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*1%*
										abc							
50-74%	**3**	3	*	-	3	3	3	3	3	1	1	*	3	-	3	3	3
	***%**	*%*	*%*	*-%*	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*%*	*47%*	*-%*	*1%*	*%*	*3%*
									g								b
75-100%	**3**	3	-	-	3	*	3	1	1	1	1	1	-	*	1	3	1
	***%**	*1%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*1%*
																	b
Answered	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Mean	**0.72**	1.05	0.29	0.37	0.64	0.50	0.62	1.01	1.16	1.11	0.47	0.96	32.64	0.50	0.95	0.63	3.55
																	ab

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

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
0-24%	**1188**	876	732	61	17	1082	1154	977	1162	925	1159	6	696	1137	162	164	905	113
	99%	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*97%*	*100%* c	*99%* c	*96%*
25-49%	**6**	1	1	-	-	6	5	4	5	4	6	-	5	6	*	*	4	2
	%	*%*	*%*	*-%*	*-%*	*1%*	*%*	*%*	*%*	*%*	*1%*	*-%*	*1%*	*1%*	*%*	*%*	*%*	*2%*
50-74%	**3**	3	3	*	-	3	3	3	3	3	3	-	3	3	3	*	-	3
	%	*%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*2%* b	*%*	*-%*	*2%* b
75-100%	**3**	3	3	-	-	3	3	1	3	1	2	-	1	3	1	-	3	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*%*	*-%*
Answered	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Mean	**0.72**	0.73	0.82	0.51	1.83	0.71	0.71	0.60	0.72	0.62	0.61	-	0.82	0.75	2.06 b	0.33	0.59	2.04 b

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

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
0-24%	**1188**	100	65	1018	723	464	1078	109	929	65	215	965	37	165
	99%	*96%*	*100%*	*99%* a	*99%* b	*98%*	*99%*	*98%*	*99%* b	*96%*	*99%*	*99%*	*99%*	*99%*
25-49%	**6**	2	-	3	1	5	4	2	5	*	*	5	-	-
	***%**	*2%* c	*-%*	*%*	*%*	*1%* a	*%*	*2%* a	*1%*	*%*	*%*	*1%*	*-%*	*-%*
50-74%	**3**	*	-	3	1	3	3	-	1	3	3	*	*	-
	***%**	*%*	*-%*	*%*	*%*	*1%*	*%*	*-%*	*%*	*4%* a	*1%* b	*%*	*%*	*-%*
75-100%	**3**	1	-	2	3	1	3	-	3	-	-	3	*	1
	***%**	*1%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*1%*
Answered	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Mean	**0.72**	2.25 c	0.07	0.61	0.49	1.06	0.67	1.16	0.68	2.71 a	0.97	0.64	0.92	0.74

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

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
0-24%	**1188**	174	6	100	161	140	56	97	242	120	132	140
	99%	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*98%*	*100%* c	*100%*	*96%*
25-49%	**6**	-	-	*	1	*	-	-	2	*	*	2
	%	-%	-%	*%*	*%*	*%*	-%	-%	*1%*	*%*	*%*	*2%*
50-74%	**3**	*	-	-	1	-	-	-	3	-	-	-
	%	*%*	-%	-%	*%*	-%	-%	-%	*1%*	-%	-%	-%
75-100%	**3**	1	-	-	*	-	-	-	*	-	-	3
	%	*1%*	-%	-%	*%*	-%	-%	-%	*%*	-%	-%	*2%*
Answered	**1200**	175	6	100	162	141	56	97	247	120	132	145
Mean	**0.72**	0.90	-	0.05	0.45	0.12	0.72	0.19	1.26	0.21	0.05	2.52 a

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

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Table 14

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total		**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
1-24	(12.5)	**712**	44	69	72	44	53	106	121	63	53	32	31	23	626
		59%	*62%*	*56%*	*54%*	*63%*	*62%*	*56%*	*67%*	*68%*	*63%*	*57%*	*51%*	*45%*	*61%*
			l			l	l		**kl**	**kl**	l	l			**kl**
25 - 49	(37.0)	**212**	16	26	18	14	14	23	38	17	11	10	16	10	176
		18%	*23%*	*21%*	*13%*	*20%*	*16%*	*12%*	*21%*	*18%*	*13%*	*18%*	*26%*	*19%*	*17%*
													cfim		
50 - 99	(75.0)	**142**	4	17	26	2	7	37	15	2	13	6	7	6	124
		12%	*5%*	*14%*	*19%*	*4%*	*8%*	*20%*	*8%*	*2%*	*15%*	*10%*	*12%*	*11%*	*12%*
				dh	**adeh**			**adeghjm**			**dh**	h	**dh**	h	**dh**
100 - 249	(175.0)	**60**	5	6	7	4	4	11	*	4	4	5	4	6	46
		5%	*7%*	*5%*	*5%*	*6%*	*5%*	*6%*	**%*	*5%*	*5%*	*9%*	*6%*	*11%*	*4%*
			g		g	g	g	g			g	**gm**	g	**gm**	
250 - 499	(375.0)	**34**	*	4	3	4	4	6	3	2	2	1	1	4	29
		3%	*1%*	*3%*	*2%*	*6%*	*5%*	*3%*	*1%*	*2%*	*3%*	*1%*	*2%*	*8%*	*3%*
						j								**agjkm**	
500 - 4,999	(2750.0)	**16**	*	1	6	1	1	*	3	*	1	1	2	1	12
		1%	**%*	**%*	*4%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*2%*	*3%*	*2%*	*1%*
					fm										
5,000 - 49 ,999	(27500.0)	**3**	-	-	-	-	-	2	-	-	-	-	-	*	2
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't send letters / large letters		**20**	2	-	2	-	2	2	3	5	-	2	*	1	16
		2%	*2%*	*-%*	*2%*	*-%*	*3%*	*1%*	*1%*	*5%*	*-%*	*3%*	*1%*	*3%*	*2%*
										bikm					
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1-49		**924**	61	95	90	58	67	129	159	80	64	43	47	32	802
		77%	*84%*	*78%*	*67%*	*83%*	*78%*	*69%*	*87%*	*85%*	*76%*	*75%*	*77%*	*64%*	*78%*
			cfl	l		**cfl**	l		**cfjlm**	**cfl**		l	l		**fl**
50+		**256**	10	27	42	12	17	57	21	9	20	12	14	16	213
		21%	*13%*	*22%*	*31%*	*17%*	*19%*	*30%*	*11%*	*9%*	*24%*	*22%*	*22%*	*33%*	*21%*
				h	**agh**			**adghm**			**gh**	**gh**	**ghadeghjkm**		**gh**
Answered		**1180**	70	123	132	70	84	186	179	88	84	55	60	49	1016
Mean		**146.25**	42.75	57.40	164.64	90.12	75.71	403.60	69.41	46.34	65.59	100.52	125.51	370.79	139.20

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 14 (continuation)

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%			a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total		**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
1-24	(12.5)	**712**	78	59	12	49	195	27	269	700	10	1	1	11	333	379
		59%	*66%*	*57%*	*77%*	*55%*	*63%*	*46%*	*58%*	*61%*	*32%*	*8%*	*12%*	*24%*	*58%*	*61%*
			f				f			**bcde**	**cd**			c		
25 - 49	(37.0)	**212**	29	21	3	21	47	10	73	204	6	2	1	8	100	112
		18%	*25%*	*21%*	*19%*	*23%*	*15%*	*18%*	*16%*	*18%*	*20%*	*16%*	*7%*	*17%*	*17%*	*18%*
			eg								d					
50 - 99	(75.0)	**142**	7	9	1	16	36	11	53	134	5	2	1	8	72	70
		12%	*6%*	*9%*	*5%*	*18%*	*12%*	*19%*	*12%*	*12%*	*18%*	*17%*	*16%*	*17%*	*13%*	*11%*
						a		a			a			a		
100 - 249	(175.0)	**60**	2	6	-	2	11	5	31	53	4	2	2	7	34	26
		5%	*2%*	*6%*	*-%*	*3%*	*4%*	*8%*	*7%*	*5%*	*13%*	*20%*	*19%*	*15%*	*6%*	*4%*
								a	a		a	a	a	a		
250 - 499	(375.0)	**34**	3	5	-	1	7	4	15	27	3	2	2	7	19	16
		3%	*2%*	*5%*	*-%*	*1%*	*2%*	*7%*	*3%*	*2%*	*11%*	*21%*	*20%*	*14%*	*3%*	*2%*
								de			a	**ab**	a	a		
500 - 4,999	(2750.0)	**16**	*	1	-	*	5	1	10	11	2	2	2	6	10	6
		1%	*%*	*1%*	*-%*	*%*	*2%*	*1%*	*2%*	*1%*	*6%*	*17%*	*26%*	*12%*	*2%*	*1%*
											a	**ab**	**abe**	**ab**		
5,000 - 49 ,999	(27500.0)	**3**	-	-	-	-	3	-	-	3	-	-	-	-	-	3
		%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
							g									
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't send letters / large letters		**20**	-	2	-	*	6	-	12	19	1	*	-	1	8	12
		2%	*-%*	*2%*	*-%*	*%*	*2%*	*-%*	*3%*	*2%*	*2%*	*1%*	*-%*	*1%*	*1%*	*2%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1-49		**924**	108	80	15	69	242	38	342	905	15	2	2	19	433	491
		77%	*90%*	*77%*	*95%*	*78%*	*78%*	*64%*	*74%*	*79%*	*51%*	*24%*	*19%*	*40%*	*75%*	*79%*
			bdefg				f			**bcde**	**cde**			**cd**		
50+		**256**	11	22	1	19	61	21	108	228	14	7	7	28	135	121
		21%	*10%*	*21%*	*5%*	*22%*	*20%*	*36%*	*23%*	*20%*	*47%*	*74%*	*81%*	*58%*	*23%*	*19%*
				a		a	a	**abeg**	a		a	**abe**	**abe**	**ab**		
Answered		**1180**	119	102	16	89	303	59	450	1133	30	9	8	47	568	612
Mean		**146.25**	36.55	68.03	20.12	42.10	334.96	103.89	105.33	134.57	254.82	596.74	837.44	425.79	94.46	194.37
								a				**ab**	**abe**	**ab**		

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total		1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total		1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
1-24	(12.5)	712	389	17	27	1	644	68	328	315	68	712	-	-	-	-	-	-
		59%	67%	30%	43%	11%	67%	28%	97%	51%	28%	100%	-%	-%	-%	-%	-%	-%
			bc				b		bc	c		bcdef						
25 - 49	(37.0)	212	85	15	12	*	175	37	8	167	37	-	212	-	-	-	-	-
		18%	15%	26%	19%	6%	18%	16%	2%	27%	16%	-%	100%	-%	-%	-%	-%	-%
				a						ac	a		acdef					
50 - 99	(75.0)	142	65	12	7	1	103	39	1	102	39	-	-	142	-	-	-	-
		12%	11%	22%	11%	20%	11%	16%	*%	16%	16%	-%	-%	100%	-%	-%	-%	-%
				a				a		a	a			abdef				
100 - 249	(175.0)	60	15	4	11	1	26	35	-	26	35	-	-	-	60	-	-	-
		5%	3%	8%	18%	13%	3%	14%	-%	4%	14%	-%	-%	-%	100%	-%	-%	-%
				a	a			a		a	ab				abcef			
250 - 499	(375.0)	34	10	7	4	1	3	31	-	3	31	-	-	-	-	34	-	-
		3%	2%	13%	6%	26%	*%	13%	-%	*%	13%	-%	-%	-%	-%	100%	-%	-%
				a	a			a			ab					abcdf		
500 - 4,999	(2750.0)	16	6	1	1	1	3	14	-	3	14	-	-	-	-	-	16	-
		1%	1%	1%	1%	24%	*%	6%	-%	*%	6%	-%	-%	-%	-%	-%	100%	-%
								a			ab						abcde	
5,000 - 49,999	(27500.0)	3	-	-	-	-	-	3	-	-	3	-	-	-	-	-	-	3
		*%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	100%
								a			b							
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		20	11	-	2	-	7	13	1	6	13	-	-	-	-	-	-	-
		2%	2%	-%	3%	-%	1%	5%	*%	1%	5%	-%	-%	-%	-%	-%	-%	-%
								a			ab							
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		924	474	32	39	1	819	106	337	482	106	712	212	-	-	-	-	-
		77%	82%	56%	61%	17%	85%	44%	99%	78%	44%	100%	100%	-%	-%	-%	-%	-%
			bc				b		bc	c		cdef	cdef					
50+		256	96	25	23	4	134	121	1	134	121	-	-	142	60	34	16	3
		21%	16%	44%	36%	83%	14%	51%	*%	22%	51%	-%	-%	100%	100%	100%	100%	100%
				a	a			a		a	ab			ab	ab	ab	ab	
Answered		1180	569	57	62	5	953	227	337	616	227	712	212	142	60	34	16	3
Mean		146.25	61.92	130.96	107.06	792.74	37.03	604.75	13.20	50.07	604.75	12.50	37.00	75.00	175.00	375.00	2750.00	27500
								a		a	ab							

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

Produced by OLR
OFC1885
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Ofcom; Business Postal Tracker
Table 14 (continuation)

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total		1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total		1200	491	63	40	24	24	1092	107	1046	153	906	286	8
1-24	(12.5)	712	277	36	16	8	9	648	64	623	89	548	161	3
		59%	56%	58%	39%	32%	39%	59%	60%	60%	58%	60%	56%	43%
			c											
25 - 49	(37.0)	212	96	9	6	8	2	193	19	178	34	159	53	1
		18%	19%	15%	15%	33%	9%	18%	18%	17%	22%	18%	19%	9%
50 - 99	(75.0)	142	74	4	10	2	*	137	5	133	9	113	29	*
		12%	15%	7%	25%	7%	1%	13%	5%	13%	6%	12%	10%	3%
					b			b		b				
100 - 249	(175.0)	60	17	5	5	1	4	53	7	53	7	42	17	2
		5%	3%	8%	14%	3%	19%	5%	7%	5%	5%	5%	6%	20%
					a									
250 - 499	(375.0)	34	10	4	1	2	1	33	1	31	3	25	9	*
		3%	2%	6%	2%	8%	3%	3%	1%	3%	2%	3%	3%	1%
500 - 4,999	(2750.0)	16	5	1	1	1	4	16	*	15	1	12	4	*
		1%	1%	2%	2%	3%	17%	1%	*%	1%	1%	1%	1%	3%
5,000 - 49 ,999	(27500.0)	3	2	-	-	-	*	3	-	3	-	*	2	-
		*%	*%	-%	-%	-%	2%	*%	-%	*%	-%	*%	1%	-%
													a	
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		20	9	3	1	4	3	10	10	10	10	7	11	2
		2%	2%	4%	4%	15%	11%	1%	9%	1%	6%	1%	4%	22%
									a		a		a	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		924	373	45	21	16	11	841	83	801	123	707	214	4
		77%	76%	73%	54%	65%	47%	77%	78%	77%	80%	78%	75%	51%
			c											
50+		256	109	14	17	5	10	242	14	235	20	192	61	2
		21%	22%	23%	42%	21%	41%	22%	13%	22%	13%	21%	21%	27%
					ab			b		b				
Answered		1180	482	60	38	21	21	1083	97	1037	143	899	275	6
Mean		146.25	204.94	108.88	113.90	177.15	1146.62	155.43	44.14	158.36	58.57	93.30	318.83	172.76
													a	

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

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Issue date: 18/01/16

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Table 14 (continuation)

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
			Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total		1200	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total		1200	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
1-24	(12.5)	712	446	106	148	629	338	650	289	157	144	424	189	1	154	248	664	40
		59%	69%	49%	46%	58%	51%	58%	55%	44%	54%	54%	55%	16%	54%	59%	59%	40%
			bc			be	e	be	e		e	e				c	c	
25 - 49	(37.0)	212	107	38	68	205	138	208	90	84	49	162	64	3	52	73	203	16
		18%	17%	17%	21%	19%	21%	19%	17%	23%	18%	21%	19%	61%	18%	18%	18%	16%
										d								
50 - 99	(75.0)	142	57	40	45	139	100	142	69	62	32	113	37	*	53	50	142	12
		12%	9%	18%	14%	13%	15%	13%	13%	17%	12%	14%	11%	8%	18%	12%	13%	12%
				a	a					ac					a			
100 - 249	(175.0)	60	12	19	29	59	46	60	27	24	16	47	23	-	9	20	58	16
		5%	2%	9%	9%	5%	7%	5%	5%	7%	6%	6%	7%	-%	3%	5%	5%	16%
				a	a													ab
250 - 499	(375.0)	34	5	14	13	34	29	34	13	18	11	27	10	-	8	9	34	7
		3%	1%	7%	4%	3%	4%	3%	2%	5%	4%	3%	3%	-%	3%	2%	3%	7%
				a	a					d								ab
500 - 4,999	(2750.0)	16	5	1	10	13	13	16	12	10	3	12	6	*	6	7	16	3
		1%	1%	1%	3%	1%	2%	1%	2%	3%	1%	2%	2%	7%	2%	2%	1%	3%
					ab					a								
5,000 - 49 ,999	(27500.0)	3	-	-	3	3	3	3	3	2	*	2	3	-	-	*	3	3
		*%	-%	-%	1%	*%	*%	*%	1%	1%	*%	*%	1%	-%	-%	*%	*%	3%
					a													ab
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		20	11	-	9	*	2	2	19	2	12	*	15	*	5	8	12	3
		2%	2%	-%	3%	*%	*%	*%	4%	1%	5%	*%	4%	8%	2%	2%	1%	3%
					b				abceg	ag	abceg							b
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		924	552	144	216	834	477	858	380	241	192	586	254	4	205	321	867	56
		77%	86%	66%	67%	77%	71%	77%	73%	67%	72%	74%	73%	77%	72%	77%	77%	56%
			bc			be		be	e			e				c	c	
50+		256	80	75	100	247	192	256	123	117	61	202	78	1	76	87	253	41
		21%	12%	34%	31%	23%	29%	23%	24%	33%	23%	26%	22%	15%	27%	21%	22%	41%
				a	a		acd			acdfg								ab

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	***b**	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Answered	**1180**	632	219	316	1081	668	1114	503	358	254	787	332	5	281	409	1120	97
Mean	**146.25**	48.82	82.49	389.07	149.34	222.39	153.58	259.21	319.29	127.17	172.27	326.08	246.33	99.56	116.53	152.33	942.97
				a													**ab**

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

Ofcom; Business Postal Tracker
Table 14 (continuation)

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
			1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total		1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total		1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
1-24	(12.5)	712	524	402	37	9	651	690	560	696	555	701	*	413	688	91	80	572	57
		59%	59%	54%	60%	51%	60%	59%	57%	59%	60%	60%	2%	59%	60%	54%	49%	63%	48%
			b															ac	
25 - 49	(37.0)	212	163	139	7	5	197	203	179	205	151	201	6	119	199	30	28	152	29
		18%	18%	19%	11%	31%	18%	17%	18%	17%	16%	17%	98%	17%	17%	18%	17%	17%	25%
																			b
50 - 99	(75.0)	142	102	100	7	2	130	141	130	141	115	135	-	96	136	16	15	107	20
		12%	12%	14%	12%	14%	12%	12%	13%	12%	12%	12%	-%	14%	12%	9%	9%	12%	17%
100 - 249	(175.0)	60	42	50	4	-	55	60	56	60	47	60	-	34	58	11	10	44	6
		5%	5%	7%	6%	-%	5%	5%	6%	5%	5%	5%	-%	5%	5%	7%	6%	5%	5%
250 - 499	(375.0)	34	27	28	3	*	31	34	31	34	29	34	-	21	31	7	13	18	4
		3%	3%	4%	5%	1%	3%	3%	3%	3%	3%	3%	-%	3%	3%	4%	8%	2%	3%
																	b		
500 - 4,999	(2750.0)	16	16	12	1	-	15	16	13	16	15	16	-	10	16	8	7	7	2
		1%	2%	2%	2%	-%	1%	1%	1%	1%	2%	1%	-%	1%	1%	5%	4%	1%	1%
																ab	b		
5,000 - 49,999	(27500.0)	3	3	3	2	*	-	3	3	3	*	3	-	*	3	*	3	-	-
		*%	*%	*%	4%	3%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	2%	-%	-%
					c												b		
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		20	7	5	-	-	16	19	15	19	20	20	-	13	17	4	8	11	*
		2%	1%	1%	-%	-%	1%	2%	1%	2%	2%	2%	-%	2%	1%	2%	5%	1%	*%
																	bc		
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		924	687	541	44	14	847	893	739	901	706	902	6	531	888	121	108	724	86
		77%	78%	73%	71%	82%	77%	77%	75%	77%	76%	77%	100%	75%	77%	73%	66%	79%	73%
			b															a	
50+		256	189	194	18	3	231	254	232	254	207	248	-	161	244	42	48	177	31
		21%	21%	26%	29%	18%	21%	22%	24%	22%	22%	21%	-%	23%	21%	25%	29%	19%	26%
				a													b		
Answered		1180	876	734	62	17	1078	1146	971	1155	913	1150	6	692	1132	163	156	901	117
Mean		146.25	179.41	201.41	1149.72	732.77	80.39	149.81	161.38	148.89	103.17	148.79	36.63	102.33	148.45	262.00	683.63	60.72	88.33
					c											a	b		

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 14 (continuation)

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		1200	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total		1200	103	65	1026	727	473	1089	111	938	68	218	974	37	167
1-24	(12.5)	712	59	34	617	431	281	627	85	554	33	97	612	20	92
		59%	57%	52%	60%	59%	59%	58%	76% a	59%	49%	44%	63% a	56%	55%
25 - 49	(37.0)	212	20	12	180	142	70	193	20	173	16	53	159	3	31
		18%	20%	19%	18%	20% b	15%	18%	18%	18%	23%	24% b	16%	9%	19%
50 - 99	(75.0)	142	6	8	129	76	66	136	6	111	11	40	102	3	18
		12%	6%	12%	13% a	10%	14%	12% b	5%	12%	16%	18% b	10%	9%	11%
100 - 249	(175.0)	60	2	2	54	41	19	60	-	49	5	11	48	4	11
		5%	2%	3%	5%	6%	4%	6% b	-%	5%	8%	5%	5%	10%	6%
250 - 499	(375.0)	34	3	2	28	19	16	34	-	26	2	10	24	2	5
		3%	3%	3%	3%	3%	3%	3%	-%	3%	3%	5%	2%	4%	3%
500 - 4,999	(2750.0)	16	2	4	10	10	7	16	*	11	1	3	13	1	2
		1%	2%	7% c	1%	1%	1%	1%	*%	1%	1%	1%	1%	3%	1%
5,000 - 49,999	(27500.0)	3	2	*	-	-	3	3	-	-	-	*	2	-	-
		*%	2% c	1% c	-%	-%	1% a	*%	-%	-%	-%	*%	*%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		20	9	3	9	9	11	20	*	14	-	4	14	3	8
		2%	8% c	4% c	1%	1%	2%	2%	*%	2%	-%	2%	1%	9%	5%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		924	80	46	797	573	351	819	105	727	49	150	771	24	123
		77%	77%	71%	78%	79%	74%	75%	94% a	78%	72%	69%	79% a	65%	74%
50+		256	15	16	221	146	110	250	6	197	19	64	189	10	36
		21%	15%	25%	22%	20%	23%	23% b	6%	21%	28%	30% b	19%	27%	21%
Answered		1180	95	62	1018	719	461	1069	111	924	68	214	960	34	159
Mean		146.25	774.39 c	424.12 c	70.83	80.02	249.46 a	158.87	24.76	76.00	91.52	152.89	144.61	152.71	84.19

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All respondents

		TOTAL	Satisfaction with other main provider		Month			Month			Month		
			Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%			a	*b	a	b	c	a	b	c	a	b	c
Unweighted total		1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total		1200	175	6	100	162	141	56	97	247	120	132	145
1-24	(12.5)	712	99	2	63	85	76	31	64	146	71	84	91
		59%	56%	37%	63%	53%	54%	55%	66%	59%	59%	63%	63%
25 - 49	(37.0)	212	31	-	17	33	30	8	13	50	17	21	24
		18%	17%	-%	17%	20%	21%	13%	13%	20%	14%	16%	17%
50 - 99	(75.0)	142	18	2	8	17	20	13	10	29	14	9	21
		12%	10%	37%	8%	10%	14%	23% bc	11%	12%	11%	7%	15%
100 - 249	(175.0)	60	11	*	6	15	6	3	6	8	8	7	2
		5%	6%	3%	6%	10%	4%	5%	6%	3%	6% c	5%	1%
250 - 499	(375.0)	34	6	-	4	9	7	*	1	4	7	2	*
		3%	3%	-%	4%	5%	5%	1%	1%	2%	6% bc	1%	*%
500 - 4,999	(2750.0)	16	3	-	1	1	2	1	3	6	1	1	1
		1%	2%	-%	1%	1%	1%	1%	3%	3%	1%	*%	1%
5,000 - 49 ,999	(27500.0)	3	-	-	-	-	-	-	-	-	*	2	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	2%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		20	9	1	-	2	*	1	-	4	2	6	5
		2%	5%	23%	-%	1%	*%	2%	-%	2%	2%	5%	3%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		924	129	2	80	118	106	39	77	196	89	105	115
		77%	74%	37%	81%	73%	75%	69%	79%	80%	74%	79%	80%
50+		256	37	3	19	42	35	17	20	47	30	21	25
		21%	21%	40%	19%	26%	25%	30%	21%	19%	25%	16%	17%
Answered		1180	167	5	100	160	140	55	97	243	118	126	140
Mean		146.25	96.00	49.00	74.65	78.54	87.97	67.12	128.58	105.94	174.29	563.31	49.36

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

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		1200	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total		1200	72	123	134	70	86	188	182	93	84	57	61	50	1032
1-24	(12.5)	**491**	26	55	71	21	37	83	63	35	26	30	28	16	417
		41%	*35%*	*45%*	*53%*	*29%*	*43%*	*44%*	*35%*	*38%*	*31%*	*52%*	*46%*	*32%*	*40%*
				dl	**adgilm**			**dl**				**adghilm**	**dil**		
25 - 49	(37.0)	**63**	3	5	7	5	7	5	17	2	4	2	2	3	55
		5%	*5%*	*4%*	*5%*	*8%*	*8%*	*3%*	*9%*	*2%*	*5%*	*4%*	*3%*	*6%*	*5%*
									fk						
50 - 99	(75.0)	**40**	3	4	5	1	2	5	7	6	3	*	*	2	37
		3%	*5%*	*3%*	*4%*	*2%*	*2%*	*3%*	*4%*	*7%*	*3%*	**%*	*1%*	*4%*	*4%*
			jk	j	j				**jk**	**jk**	j			**jk**	**jk**
100 - 249	(175.0)	**24**	-	2	-	4	1	*	8	4	4	1	1	-	23
		2%	*-%*	*1%*	*-%*	*6%*	*1%*	**%*	*4%*	*4%*	*5%*	*2%*	*1%*	*-%*	*2%*
						acfklm			**fl**	l	**fl**				
250 - 499	(375.0)	**7**	3	*	-	-	-	*	-	-	1	1	*	1	5
		1%	*5%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*2%*	*1%*	**%*	*2%*	**%*
			befkm												
500 - 4,999	(2750.0)	**17**	1	2	-	*	1	7	3	*	*	*	1	-	16
		1%	*2%*	*1%*	*-%*	**%*	*1%*	*4%*	*2%*	**%*	**%*	*1%*	*1%*	*-%*	*2%*
								l							
5,000 - 49 ,999	(27500.0)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't send parcels / packets		**559**	35	55	51	38	38	87	84	46	45	23	29	28	478
		47%	*49%*	*45%*	*38%*	*55%*	*44%*	*46%*	*46%*	*49%*	*54%*	*40%*	*47%*	*57%*	*46%*
						cj					j			**cjm**	
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
25+		**150**	12	13	12	11	11	18	35	12	12	4	4	6	136
		13%	*16%*	*10%*	*9%*	*16%*	*13%*	*10%*	*19%*	*13%*	*15%*	*8%*	*6%*	*12%*	*13%*
			k			k			**jk**		k				k
Answered		**641**	37	67	84	32	48	102	98	47	38	34	32	22	554
Mean		**105.78**	161.50	96.40	18.51	56.63	90.70	219.71	119.19	45.45	77.59	59.34	96.06	155.91	107.23

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

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%			a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total		1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
1-24	(12.5)	491	40	41	8	39	138	20	185	472	13	3	4	20	245	247
		41%	34%	40%	50%	43%	45%	34%	40%	41%	42%	34%	42%	41%	42%	40%
							a									
25 - 49	(37.0)	63	4	8	-	4	20	2	22	59	1	2	1	3	33	29
		5%	3%	8%	-%	4%	7%	3%	5%	5%	3%	16%	7%	7%	6%	5%
												abe				
50 - 99	(75.0)	40	-	12	-	*	18	2	5	36	2	*	1	3	27	13
		3%	-%	11%	-%	*%	6%	4%	1%	3%	6%	4%	12%	7%	5%	2%
				adg			adg	a			a		a	a	b	
100 - 249	(175.0)	24	-	6	-	-	11	-	7	23	1	*	1	2	8	16
		2%	-%	6%	-%	-%	4%	-%	2%	2%	3%	4%	8%	4%	1%	3%
				adg			a						a	a		
250 - 499	(375.0)	7	-	1	-	-	3	-	3	6	*	*	*	1	3	4
		1%	-%	1%	-%	-%	1%	-%	1%	1%	1%	4%	1%	2%	1%	1%
												a				
500 - 4,999	(2750.0)	17	-	1	-	-	13	-	3	15	1	1	-	2	5	12
		1%	-%	1%	-%	-%	4%	-%	1%	1%	3%	8%	-%	3%	1%	2%
							abdg					ad		a		
5,000 - 49 ,999	(27500.0)	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		559	75	35	8	47	105	35	237	541	12	3	3	18	255	304
		47%	63%	33%	50%	52%	34%	59%	51%	47%	40%	30%	30%	37%	44%	49%
			beg			be		be	be	cde						
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		150	4	27	-	4	65	4	41	139	5	3	2	11	77	73
		13%	3%	27%	-%	4%	21%	7%	9%	12%	17%	36%	27%	23%	13%	12%
				adfg			adfg					abe	a	a		
Answered		641	44	69	8	42	204	24	225	611	18	7	6	30	322	320
Mean		105.78	14.77	65.04	12.50	14.83	228.46	20.25	63.89	97.32	320.47	354.60	49.58	275.48	82.36	129.34
							g				a	a		a		

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

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total		1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total		1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
1-24	(12.5)	491	248	31	19	3	414	78	85	328	78	277	96	74	17	10	5	2
		41%	43%	53%	30%	48%	43%	32%	25%	53%	32%	39%	45%	52%	28%	30%	32%	84%
			c	c			b			ac		d	de	adef				
25 - 49	(37.0)	63	30	5	1	*	19	44	1	18	44	36	9	4	5	4	1	-
		5%	5%	8%	2%	9%	2%	18%	*%	3%	18%	5%	4%	3%	8%	11%	7%	-%
								a		a	ab					abc		
50 - 99	(75.0)	40	21	1	6	*	9	30	-	9	30	16	6	10	5	1	1	-
		3%	4%	2%	10%	9%	1%	13%	-%	2%	13%	2%	3%	7%	9%	3%	4%	-%
					ab			a		a	ab			a	ab			
100 - 249	(175.0)	24	12	6	*	1	-	24	-	-	24	8	8	2	1	2	1	-
		2%	2%	10%	*%	16%	-%	10%	-%	-%	10%	1%	4%	1%	1%	6%	5%	-%
				ac				a			ab		a			a	a	
250 - 499	(375.0)	7	2	-	-	*	-	7	-	-	7	4	2	-	1	*	-	*
		1%	*%	-%	-%	5%	-%	3%	-%	-%	3%	*%	1%	-%	1%	*%	-%	16%
								a			ab							
500 - 4,999	(2750.0)	17	4	2	5	-	-	17	-	-	17	6	*	*	4	1	4	-
		1%	1%	3%	8%	-%	-%	7%	-%	-%	7%	1%	*%	*%	6%	2%	24%	-%
					a			a			ab				abc		abcde	
5,000 - 49,999	(27500.0)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		559	263	14	32	1	518	40	252	266	40	366	92	52	28	16	4	-
		47%	45%	24%	50%	14%	54%	17%	74%	43%	17%	51%	43%	37%	46%	48%	27%	-%
			b		b		b		bc	c		bcf	f		f	f		
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		150	68	13	13	2	28	122	1	27	122	69	25	16	16	7	7	*
		13%	12%	22%	20%	39%	3%	51%	*%	4%	51%	10%	12%	11%	26%	22%	41%	16%
				a	a			a		a	ab				abc	abc	abce	
Answered		641	317	43	32	5	442	200	86	355	200	346	121	90	32	18	12	3
Mean		105.78	60.41	140.73	446.97	73.90	14.88	307.00	12.85	15.37	307.00	69.83	42.98	28.64	343.86	272.54	945.06	68.80
					a			a		a	ab				abc		abcd	

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

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total		1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total		1200	491	63	40	24	24	1092	107	1046	153	906	286	8
1-24	(12.5)	491	491	-	-	-	-	449	42	413	78	319	172	1
		41%	100%	-%	-%	-%	-%	41%	39%	39%	51%	35%	60%	8%
			bc								a		a	
25 - 49	(37.0)	63	-	63	-	-	-	39	23	33	29	20	42	*
		5%	-%	100%	-%	-%	-%	4%	21%	3%	19%	2%	15%	4%
				ac					a		a		a	
50 - 99	(75.0)	40	-	-	40	-	-	25	15	24	16	17	21	2
		3%	-%	-%	100%	-%	-%	2%	14%	2%	10%	2%	7%	26%
					ab				a		a		a	
100 - 249	(175.0)	24	-	-	-	24	-	9	15	8	16	6	19	*
		2%	-%	-%	-%	100%	-%	1%	14%	1%	11%	1%	7%	3%
									a		a		a	
250 - 499	(375.0)	7	-	-	-	-	7	4	2	4	2	1	5	*
		1%	-%	-%	-%	-%	28%	*%	2%	*%	2%	*%	2%	2%
									a				a	
500 - 4,999	(2750.0)	17	-	-	-	-	17	13	4	10	7	5	12	-
		1%	-%	-%	-%	-%	72%	1%	4%	1%	4%	1%	4%	-%
									a		a		a	
5,000 - 49 ,999	(27500.0)	*	-	-	-	-	*	*	-	-	*	-	*	-
		*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		559	-	-	-	-	-	553	6	554	4	539	16	4
		47%	-%	-%	-%	-%	-%	51%	5%	53%	3%	59%	5%	57%
								b		b		b		
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		150	-	63	40	24	24	91	59	79	71	49	99	3
		13%	-%	100%	100%	100%	100%	8%	55%	8%	46%	5%	35%	35%
				a	a				a		a		a	
Answered		641	491	63	40	24	24	540	101	492	149	367	270	3
Mean		105.78	12.50	37.00	75.00	175.00	2191.02	93.61	170.79	81.00	188.09	60.08	168.32	80.58
											a		a	

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

Ofcom; Business Postal Tracker
Table 15 (continuation)

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
			Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total		1200	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total		1200	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
1-24	(12.5)	491	255	91	135	438	332	453	374	179	135	340	204	6	278	240	460	41
		41%	40%	42%	42%	41%	49%	41%	72%	49%	51%	43%	59%	97%	97%	57%	41%	40%
							acg		abcefg	acg	acg				a	bc		
25 - 49	(37.0)	63	20	13	30	45	42	52	59	21	46	39	58	-	5	38	58	12
		5%	3%	6%	9%	4%	6%	5%	11%	6%	17%	5%	17%	-%	2%	9%	5%	12%
					a		a		abceg		abcdeg		c			b		b
50 - 99	(75.0)	40	12	8	19	37	23	38	39	9	33	22	37	*	2	25	39	7
		3%	2%	4%	6%	3%	3%	3%	8%	2%	12%	3%	11%	3%	1%	6%	3%	7%
					a				abceg		abcdeg		c			b		b
100 - 249	(175.0)	24	3	4	18	19	10	19	24	8	21	11	24	-	1	16	22	9
		2%	*%	2%	6%	2%	1%	2%	5%	2%	8%	1%	7%	-%	*%	4%	2%	9%
					ab				abcg		abceg		c			b		ab
250 - 499	(375.0)	7	*	2	5	4	5	5	7	1	6	1	7	-	-	6	4	3
		1%	*%	1%	1%	*%	1%	*%	1%	*%	2%	*%	2%	-%	-%	1%	*%	3%
				a	a				ag		aceg		c			b		b
500 - 4,999	(2750.0)	17	-	3	14	7	10	10	17	4	11	4	17	-	*	12	17	5
		1%	-%	1%	4%	1%	2%	1%	3%	1%	4%	1%	5%	-%	*%	3%	1%	5%
				a	a				abceg		abceg		c					b
5,000 - 49 ,999	(27500.0)	*	-	-	*	-	*	*	*	*	*	-	*	-	-	-	*	*
		*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		559	353	99	104	532	249	538	1	139	14	369	-	-	-	80	532	23
		47%	55%	45%	32%	49%	37%	48%	*%	38%	5%	47%	-%	-%	-%	19%	47%	23%
			bc	c		bdef	df	bdef		df	d	bdef					ac	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		150	35	29	86	111	90	125	146	43	117	79	142	*	8	97	140	37
		13%	5%	13%	26%	10%	13%	11%	28%	12%	44%	10%	41%	3%	3%	23%	12%	37%
				a	ab		ag		abceg		abcdeg		c			b		ab
Answered		641	290	120	221	549	421	578	520	222	252	418	346	6	286	337	600	78
Mean		105.78	18.58	96.52	229.67	60.92	98.59	80.08	125.46	86.20	180.17	52.94	182.71	14.51	15.68	131.35	106.99	276.93
				a	a				ag		acg		c					b

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
			1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total		1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total		1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
1-24	(12.5)	491	390	303	33	6	445	484	428	487	433	487	-	333	476	84	72	361	55
		41%	44%	41%	53%	36%	41%	42%	43%	41%	46%	42%	-%	47%	41%	50%	44%	40%	47%
											ace			b		b			
25 - 49	(37.0)	63	40	37	3	-	52	55	45	55	53	58	2	46	49	13	16	43	1
		5%	5%	5%	5%	-%	5%	5%	5%	5%	6%	5%	37%	7%	4%	8%	10%	5%	1%
														b		b	bc	c	
50 - 99	(75.0)	40	25	25	5	*	32	39	36	39	37	40	-	30	37	11	15	25	*
		3%	3%	3%	9%	1%	3%	3%	4%	3%	4%	3%	-%	4%	3%	7%	9%	3%	*%
					c											b	bc		
100 - 249	(175.0)	24	18	11	4	-	21	24	21	24	24	24	-	22	24	4	7	17	-
		2%	2%	1%	6%	-%	2%	2%	2%	2%	3%	2%	-%	3%	2%	2%	5%	2%	-%
					c												bc		
250 - 499	(375.0)	7	3	3	*	*	5	4	4	5	5	5	-	3	5	1	4	2	*
		1%	*%	*%	*%	3%	*%	*%	*%	*%	1%	*%	-%	*%	*%	1%	2%	*%	*%
																	b		
500 - 4,999	(2750.0)	17	15	10	-	1	15	17	14	17	15	17	-	8	17	3	7	9	1
		1%	2%	1%	-%	9%	1%	1%	1%	1%	2%	1%	-%	1%	1%	2%	4%	1%	1%
																	b		
5,000 - 49 ,999	(27500.0)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	*	-	-
		*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		559	393	350	17	9	523	542	438	545	365	539	4	263	540	51	43	455	60
		47%	44%	47%	27%	51%	48%	47%	44%	46%	39%	46%	63%	37%	47%	31%	26%	50%	51%
							a	d	d	d		d			ac			a	a
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		150	101	85	12	2	125	139	120	142	135	144	2	109	133	32	50	96	2
		13%	11%	12%	20%	13%	11%	12%	12%	12%	14%	12%	37%	15%	12%	19%	30%	11%	2%
					c									b		b	bc	c	
Answered		641	490	388	45	8	570	623	548	629	568	631	2	442	609	116	122	457	57
Mean		105.78	113.66	105.95	93.85	516.50	100.11	106.42	103.50	106.66	104.98	106.22	37.00	85.31	107.52	93.62	225.13	82.86	42.93
																	b		

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

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		1200	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total		1200	103	65	1026	727	473	1089	111	938	68	218	974	37	167
1-24	(12.5)	491	47	25	418	312	179	452	40	395	26	99	391	18	105
		41%	*46%*	*39%*	*41%*	*43%*	*38%*	*41%*	*36%*	*42%*	*38%*	*45%*	*40%*	*49%*	*63%*
25 - 49	(37.0)	63	16	11	36	41	22	61	1	44	2	23	39	5	21
		5%	*15%*	*16%*	*4%*	*6%*	*5%*	*6%*	*1%*	*5%*	*3%*	*11%*	*4%*	*13%*	*13%*
			c	c								b			
50 - 99	(75.0)	40	8	8	23	19	20	36	3	19	11	17	20	9	8
		3%	*8%*	*13%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*17%*	*8%*	*2%*	*23%*	*5%*
			c	c							a	b		b	
100 - 249	(175.0)	24	13	1	8	12	13	24	1	20	1	11	13	3	5
		2%	*13%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*5%*	*1%*	*9%*	*3%*
			bc									b			
250 - 499	(375.0)	7	3	2	1	1	5	7	-	6	-	1	5	1	4
		1%	*3%*	*3%*	**%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*4%*	*2%*
			c	c			a								
500 - 4,999	(2750.0)	17	4	5	6	5	12	17	-	10	1	3	14	*	9
		1%	*4%*	*7%*	*1%*	*1%*	*3%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*	*5%*
			c	c			a								
5,000 - 49 ,999	(27500.0)	*	*	-	-	*	-	*	-	*	-	-	*	*	-
		**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't send parcels / packets		559	11	13	533	337	222	492	67	445	26	64	490	*	15
		47%	*11%*	*20%*	*52%*	*46%*	*47%*	*45%*	*60%*	*47%*	*39%*	*29%*	*50%*	*1%*	*9%*
					ab				a				a		
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
25+		150	45	27	75	79	72	145	5	99	15	55	92	18	47
		13%	*44%*	*41%*	*7%*	*11%*	*15%*	*13%*	*5%*	*11%*	*23%*	*25%*	*9%*	*50%*	*28%*
			c	c			a	b			a	b		b	
Answered		641	92	52	493	391	251	597	45	493	42	154	483	36	152
Mean		105.78	208.42	299.37	53.10	66.77	166.55	112.21	20.02	90.55	76.41	85.85	112.38	144.46	196.52
			c	c			a								

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

QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All respondents

		TOTAL	Satisfaction with other main provider		Month			Month			Month		
			Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%			a	*b	a	b	c	a	b	c	a	b	c
Unweighted total		1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total		1200	175	6	100	162	141	56	97	247	120	132	145
1-24	(12.5)	491	104	4	42	76	50	25	35	123	40	37	62
		41%	59%	63%	42%	47%	36%	44%	36%	50%	33%	28%	43%
										b			b
25 - 49	(37.0)	63	25	-	5	5	5	2	8	5	13	8	12
		5%	14%	-%	5%	3%	3%	4%	8%	2%	11%	6%	8%
									c				
50 - 99	(75.0)	40	11	2	2	8	9	*	2	2	5	7	5
		3%	7%	37%	2%	5%	7%	*%	2%	1%	4%	5%	4%
100 - 249	(175.0)	24	8	-	1	2	*	2	5	5	1	4	5
		2%	5%	-%	1%	1%	*%	4%	5%	2%	1%	3%	3%
250 - 499	(375.0)	7	4	-	-	2	-	-	2	*	*	2	1
		1%	2%	-%	-%	1%	-%	-%	2%	*%	*%	1%	*%
500 - 4,999	(2750.0)	17	9	-	3	1	-	-	4	2	3	3	2
		1%	5%	-%	3%	1%	-%	-%	4%	1%	2%	2%	2%
									c				
5,000 - 49 ,999	(27500.0)	*	*	-	-	-	-	*	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		559	14	-	47	69	76	27	42	111	57	72	58
		47%	8%	-%	48%	42%	54%	47%	43%	45%	48%	55%	40%
							b					c	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		150	57	2	10	17	14	5	20	13	23	23	25
		13%	33%	37%	10%	11%	10%	8%	20%	5%	19%	17%	17%
									ac				
Answered		641	161	6	52	94	65	30	55	136	63	60	87
Mean		105.78	209.84	35.83	152.99	54.28	23.71	114.17	235.55	57.80	155.20	170.89	102.92
									c				

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**653**	33	59	41	34	51	63	44	41	42	96	86	63	408
Weighted total	**641**	37	67	84	32	48	102	98	47	38	34	32	22	554
Yes	**346**	26	43	23	17	27	57	50	35	22	16	18	13	299
	54%	*70%*	*63%*	*27%*	*54%*	*57%*	*56%*	*51%*	*74%*	*56%*	*48%*	*57%*	*59%*	*54%*
		cj	c		c	c	c	c	**cgjm**	c	c	c	c	c
No - we do despatch products to customers but not using parcel /packet post	**6**	-	-	3	-	-	1	-	-	*	1	-	1	3
	1%	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*3%*	*-%*	*6%*	*1%*
													km	
No - we don't despatch products to our customers	**286**	11	25	58	15	20	44	46	13	17	17	14	8	248
	45%	*30%*	*37%*	*69%*	*46%*	*41%*	*44%*	*47%*	*26%*	*43%*	*49%*	*43%*	*35%*	*45%*
				abdefgh ijklm							h			h
Don't know (DO NOT READ)	**4**	-	-	-	-	1	-	2	-	-	-	-	-	4
	1%	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	c	d	e	a	b
Unweighted total	**653**	43	86	10	46	186	24	239	474	106	39	34	179	289	364
Weighted total	**641**	44	69	8	42	204	24	225	611	18	7	6	30	322	320
Yes	**346**	15	56	1	16	147	8	90	332	9	3	2	14	163	183
	54%	*33%*	*82%*	*18%*	*38%*	*72%*	*32%*	*40%*	*54%*	*51%*	*46%*	*29%*	*45%*	*51%*	*57%*
			adg			**adg**			**de**	d					
No - we do despatch products to customers but not using parcel /packet post	**6**	-	*	-	1	*	-	2	5	*	*	*	1	4	2
	1%	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*6%*	*3%*	*3%*	*1%*	*1%*
											a				
No - we don't despatch products to our customers	**286**	29	12	7	25	54	17	134	270	9	3	4	16	153	133
	45%	*67%*	*18%*	*82%*	*58%*	*26%*	*68%*	*59%*	*44%*	*48%*	*48%*	*68%*	*52%*	*48%*	*42%*
		be			**be**			**be**				**ab**			
Don't know (DO NOT READ)	**4**	-	-	-	1	2	-	-	4	-	-	-	-	1	2
	1%	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*
					g										

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**653**	257	51	50	24	404	249	79	325	249	287	122	94	55	42	32	2
Weighted total	**641**	317	43	32	5	442	200	86	355	200	346	121	90	32	18	12	3
Yes	**346**	169	19	23	2	184	162	20	164	162	189	64	37	23	10	6	3
	54%	*53%*	*44%*	*73%*	*43%*	*42%*	*81%*	*24%*	*46%*	*81%*	*55%*	*53%*	*41%*	*71%*	*54%*	*49%*	*100%*
				ab			a		a	**ab**	c			**abc**			
No - we do despatch products to customers but not using parcel /packet post	**6**	2	3	-	-	5	1	*	4	1	1	3	*	-	-	*	-
	1%	*1%*	*7%*	*-%*	*-%*	*1%*	*%*	*1%*	*1%*	*%*	*%*	*3%*	*%*	*-%*	*-%*	*3%*	*-%*
			a									a				a	
No - we don't despatch products to our customers	**286**	146	21	9	3	249	37	66	183	37	154	52	53	9	8	6	-
	45%	*46%*	*49%*	*27%*	*57%*	*56%*	*19%*	*76%*	*52%*	*19%*	*44%*	*43%*	*59%*	*29%*	*46%*	*47%*	*-%*
		c	c			b		**bc**	c		d		**abd**				
Don't know (DO NOT READ)	**4**	-	-	-	-	4	-	-	4	-	2	1	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**653**	492	64	42	26	29	562	90	517	135	382	262	8
Weighted total	**641**	491	63	40	24	24	540	101	492	149	367	270	3
Yes	**346**	204	58	37	24	24	256	89	221	125	146	197	3
	54%	*42%*	*92%*	*94%*	*97%*	*99%*	*48%*	*88%*	*45%*	*84%*	*40%*	*73%*	*90%*
			a	a				a		a		a	
No - we do despatch products to customers but not using parcel /packet post	**6**	6	-	*	-	-	3	3	3	3	3	3	-
	1%	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*-%*
								a					
No - we don't despatch products to our customers	**286**	278	5	2	1	*	276	10	265	21	215	71	*
	45%	*57%*	*8%*	*6%*	*3%*	*1%*	*51%*	*9%*	*54%*	*14%*	*59%*	*26%*	*10%*
		bc					b		b		b		
Don't know (DO NOT READ)	**4**	4	-	-	-	-	4	-	4	-	4	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**653**	294	121	231	583	461	603	518	253	247	452	342	9	300	332	617	106
Weighted total	**641**	290	120	221	549	421	578	520	222	252	418	346	6	286	337	600	78
Yes	**346**	142	64	134	273	208	296	310	119	249	212	346	-	-	197	320	61
	54%	*49%*	*53%*	*61%*	*50%*	*49%*	*51%*	*60%*	*53%*	*99%*	*51%*	*100%*	*-%*	*-%*	*59%*	*53%*	*78%*
				a				**abcg**		**abcdeg**		c					**ab**
No - we do despatch products to customers but not using parcel /packet post	**6**	5	-	*	5	5	5	4	5	1	2	-	6	-	3	5	3
	1%	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	**%*	*1%*	*-%*	*100%*	*-%*	*1%*	*1%*	*4%*
									g								**ab**
No - we don't despatch products to our customers	**286**	143	56	83	270	208	275	203	99	3	203	-	-	286	133	274	13
	45%	*49%*	*47%*	*37%*	*49%*	*49%*	*48%*	*39%*	*44%*	*1%*	*49%*	*-%*	*-%*	*100%*	*39%*	*46%*	*17%*
		c			**df**	**df**	**df**	f	f		**df**			a	c	c	
Don't know (DO NOT READ)	**4**	-	-	4	1	-	1	2	-	-	1	-	-	-	4	1	-
	1%	*-%*	*-%*	*2%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
				a													

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**653**	504	422	47	8	573	636	578	643	582	642	1	453	626	129	108	483	58
Weighted total	**641**	490	388	45	8	570	623	548	629	568	631	2	442	609	116	122	457	57
Yes	**346**	249	188	29	4	302	332	300	336	312	339	2	238	327	71	86	240	17
	54%	*51%*	*48%*	*65%*	*46%*	*53%*	*53%*	*55%*	*54%*	*55%*	*54%*	*100%*	*54%*	*54%*	*62%*	*71%*	*53%*	*30%*
																bc	c	
No - we do despatch products to customers but not using parcel /packet post	**6**	5	4	1	-	5	5	6	6	6	6	-	5	6	4	1	1	4
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*3%*	*1%*	**%*	*6%*
															b			**ab**
No - we don't despatch products to our customers	**286**	235	196	15	5	259	283	241	283	247	282	-	195	272	40	35	214	34
	45%	*48%*	*50%*	*33%*	*54%*	*45%*	*45%*	*44%*	*45%*	*43%*	*45%*	*-%*	*44%*	*45%*	*35%*	*29%*	*47%*	*59%*
														c			a	a
Don't know (DO NOT READ)	**4**	1	1	-	-	4	4	1	4	4	4	-	4	4	-	-	1	2
	1%	**%*	**%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*4%*
																		ab

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**653**	87	55	509	405	248	612	41	506	36	158	486	44	157
Weighted total	**641**	92	52	493	391	251	597	45	493	42	154	483	36	152
Yes	**346**	74	35	233	205	141	325	21	261	25	85	257	30	96
	54%	*80%*	*67%*	*47%*	*52%*	*56%*	*55%*	*47%*	*53%*	*60%*	*55%*	*53%*	*83%*	*63%*
		c	c										b	
No - we do despatch products to customers but not using parcel /packet post	**6**	*	-	5	1	4	5	*	3	3	3	3	-	*
	1%	**%*	*-%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*6%*	*2%*	*1%*	*-%*	**%*
										a				
No - we don't despatch products to our customers	**286**	16	17	253	182	104	263	23	227	14	66	220	6	56
	45%	*17%*	*33%*	*51%*	*47%*	*42%*	*44%*	*52%*	*46%*	*33%*	*43%*	*45%*	*17%*	*37%*
			a	**ab**										a
Don't know (DO NOT READ)	**4**	2	-	1	2	1	4	-	2	-	-	4	-	-
	1%	*3%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
		c												

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All who send parcels and packets

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**653**	174	4	65	104	57	34	49	133	84	49	78
Weighted total	**641**	161	6	52	94	65	30	55	136	63	60	87
Yes	**346**	111	6	28	49	36	17	33	60	43	38	42
	54%	*68%*	*97%*	*54%*	*52%*	*55%*	*58%*	*60%*	*44%*	*69%* c	*63%*	*49%*
No - we do despatch products to customers but not using parcel /packet post	**6**	*	-	-	1	*	-	1	3	*	-	-
	1%	**%*	*-%*	*-%*	*1%*	**%*	*-%*	*2%*	*2%*	*1%*	*-%*	*-%*
No - we don't despatch products to our customers	**286**	51	*	23	44	29	12	21	73	20	20	44
	45%	*31%*	*3%*	*43%*	*47%*	*45%*	*42%*	*38%*	*54%*	*31%*	*33%*	*51%* **ab**
Don't know (DO NOT READ)	**4**	-	-	1	-	-	-	-	-	-	2	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	**342**	19	34	14	18	29	32	21	26	25	43	48	33	218
Weighted total	**346**	26	43	23	17	27	57	50	35	22	16	18	13	299
0-24%	**19**	-	2	-	*	2	5	-	2	2	2	1	3	13
	5%	*-%*	*4%*	*-%*	*1%*	*9%*	*9%*	*-%*	*5%*	*8%*	*13%* m	*5%*	*22%* **bkm**	*4%*
25-49%	**13**	-	-	5	-	1	5	-	2	-	-	*	-	13
	4%	*-%*	*-%*	*23%*	*-%*	*4%*	*9%* j	*-%*	*5%*	*-%*	*-%*	*2%*	*-%*	*4%*
50-74%	**21**	5	1	3	*	4	-	2	2	2	1	1	1	19
	6%	*18%*	*3%*	*12%*	*1%*	*15%*	*-%*	*5%*	*5%*	*11%*	*3%*	*5%*	*4%*	*7%*
75-100%	**287**	21	39	13	17	20	47	47	27	17	14	16	9	248
	83%	*82%*	*92%* l	*55%*	*98%*	*72%*	*82%*	*95%*	*76%*	*81%*	*83%*	*88%*	*74%*	*83%*
Don't know/can't remember	**6**	-	-	2	-	-	-	-	3	-	-	-	-	6
	2%	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*2%*
Answered	**340**	26	43	20	17	27	57	50	32	22	16	18	13	293
Mean	**87.02**	91.71	90.82	72.18	95.33	80.87	83.01	95.55	87.08	84.94	84.73	90.17	76.96	87.39 l

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	342	13	70	4	18	136	4	87	265	50	18	9	77	151	191
Weighted total	346	15	56	1	16	147	8	90	332	9	3	2	14	163	183
0-24%	19	1	4	-	6	3	-	4	17	*	*	1	1	6	13
	5%	*6%*	*8%*	*-%*	*35%*	*2%*	*-%*	*5%*	*5%*	*5%*	*11%*	*36%*	*10%*	*4%*	*7%*
25-49%	13	-	*	*	-	9	-	4	13	*	-	-	*	9	4
	4%	*-%*	*1%*	*30%*	*-%*	*6%*	*-%*	*4%*	*4%*	*4%*	*-%*	*-%*	*3%*	*6%*	*2%*
50-74%	21	2	*	-	1	6	2	10	20	1	*	-	1	8	13
	6%	*11%*	*%*	*-%*	*5%*	*4%*	*31%*	*12%*	*6%*	*9%*	*9%*	*-%*	*8%*	*5%*	*7%*
								be							
75-100%	287	12	50	1	10	129	5	67	276	7	2	1	11	136	151
	83%	*82%*	*89%*	*70%*	*61%*	*87%*	*69%*	*75%*	*83%*	*82%*	*80%*	*64%*	*79%*	*83%*	*83%*
			g			g									
Don't know/can't remember	6	-	2	-	-	-	-	4	6	-	-	-	-	4	2
	2%	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*
			e					e							
Answered	340	15	55	1	16	147	8	86	327	9	3	2	14	159	181
Mean	87.02	80.11	90.70	79.34	65.55	89.02	83.53	85.82	87.13	88.46	83.02	64.58	84.35	88.09	86.07

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	**342**	136	27	31	12	170	172	23	147	172	157	59	44	32	20	15	2
Weighted total	**346**	169	19	23	2	184	162	20	164	162	189	64	37	23	10	6	3
0-24%	**19**	4	2	1	1	16	3	1	14	3	8	6	3	1	1	*	-
	5%	*2%*	*10%*	*3%*	*29%*	*9%*	*2%*	*6%*	*9%*	*2%*	*4%*	*9%*	*9%*	*3%*	*7%*	*6%*	*-%*
						b			c								
25-49%	**13**	9	-	-	-	10	4	2	7	4	5	4	3	2	-	-	-
	4%	*5%*	*-%*	*-%*	*-%*	*5%*	*2%*	*10%*	*5%*	*2%*	*3%*	*6%*	*7%*	*10%*	*-%*	*-%*	*-%*
														a			
50-74%	**21**	13	*	3	*	17	4	2	15	4	14	5	2	-	*	*	-
	6%	*8%*	*2%*	*11%*	*9%*	*9%*	*3%*	*9%*	*9%*	*3%*	*7%*	*8%*	*5%*	*-%*	*1%*	*3%*	*-%*
						b			c								
75-100%	**287**	139	17	18	1	140	146	14	127	146	160	49	29	17	9	5	3
	83%	*82%*	*88%*	*76%*	*62%*	*76%*	*91%*	*66%*	*77%*	*91%*	*84%*	*77%*	*79%*	*76%*	*92%*	*91%*	*100%*
							a			b							
Don't know/can't remember	**6**	3	-	2	-	2	4	2	-	4	3	-	-	2	-	-	-
	2%	*2%*	*-%*	*10%*	*-%*	*1%*	*2%*	*8%*	*-%*	*2%*	*2%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*
				a										**abc**			
Answered	**340**	166	19	21	2	183	158	19	164	158	186	64	37	21	10	6	3
Mean	**87.02**	87.56	88.27	89.09	68.68	81.48	93.44	80.44	81.60	93.44	87.37	83.45	83.42	86.78	92.11	92.09	100.00
							a			b							

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**342**	203	55	34	22	28	263	78	231	110	154	181	6
Weighted total	**346**	204	58	37	24	24	256	89	221	125	146	197	3
0-24%	**19**	17	2	-	*	-	16	2	16	3	14	5	-
	5%	*8%*	*3%*	*-%*	*1%*	*-%*	*6%*	*3%*	*7%*	*3%*	*10%* b	*2%*	*-%*
25-49%	**13**	10	1	3	-	-	13	-	13	-	10	3	-
	4%	*5%*	*2%*	*7%*	*-%*	*-%*	*5%* b	*-%*	*6%* b	*-%*	*7%* b	*2%*	*-%*
50-74%	**21**	16	3	*	-	2	21	-	20	2	8	14	-
	6%	*8%*	*5%*	*1%*	*-%*	*7%*	*8%* b	*-%*	*9%* b	*1%*	*5%*	*7%*	*-%*
75-100%	**287**	158	51	32	23	22	201	85	168	118	112	171	3
	83%	*77%*	*90%* a	*85%*	*99%*	*93%*	*78%*	*95%* a	*76%*	*95%* a	*77%*	*87%* a	*100%*
Don't know/can't remember	**6**	3	-	2	-	-	4	2	4	2	2	4	-
	2%	*2%*	*-%*	*6%*	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*
Answered	**340**	201	58	35	24	24	252	88	217	123	144	193	3
Mean	**87.02**	82.54	90.75 a	93.20 a	98.61	95.32	84.23	94.98 a	82.93	94.18 a	81.36	91.05 a	98.86

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	*c	a	b	c
Unweighted total	**342**	143	60	135	287	228	304	306	128	241	226	342	-	-	189	319	79
Weighted total	**346**	142	64	134	273	208	296	310	119	249	212	346	-	-	197	320	61
0-24%	**19**	12	3	4	17	13	17	14	7	7	13	19	-	-	8	17	4
	5%	*8%*	*5%*	*3%*	*6%*	*6%*	*6%*	*5%*	*6%*	*3%*	*6%*	*5%*	*-%*	*-%*	*4%*	*5%*	*7%*
25-49%	**13**	2	7	5	8	8	11	12	9	5	7	13	-	-	12	10	3
	4%	*1%*	*11%*	*4%*	*3%*	*4%*	*4%*	*4%*	*7%*	*2%*	*3%*	*4%*	*-%*	*-%*	*6%*	*3%*	*5%*
			a						af								
50-74%	**21**	15	2	4	20	16	20	20	8	18	13	21	-	-	14	20	4
	6%	*10%*	*4%*	*3%*	*7%*	*8%*	*7%*	*7%*	*6%*	*7%*	*6%*	*6%*	*-%*	*-%*	*7%*	*6%*	*7%*
		c															
75-100%	**287**	113	52	118	222	169	242	259	91	215	178	287	-	-	160	267	46
	83%	*79%*	*81%*	*88%*	*81%*	*81%*	*82%*	*83%*	*77%*	*87%*	*84%*	*83%*	*-%*	*-%*	*81%*	*83%*	*75%*
				a						e							
Don't know/can't remember	**6**	2	-	2	6	2	6	6	4	4	2	6	-	-	4	6	4
	2%	*1%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	*7%*
																	b
Answered	**340**	140	64	132	268	206	290	305	115	245	210	340	-	-	193	314	57
Mean	**87.02**	84.70	81.45	91.76	86.08	85.44	86.33	87.86	83.60	90.52	86.96	87.02	-	-	86.29	87.48	84.67
				ab						**abce**							

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**342**	249	207	31	5	290	330	304	335	311	338	1	234	327	82	74	246	21
Weighted total	**346**	249	188	29	4	302	332	300	336	312	339	2	238	327	71	86	240	17
0-24%	**19**	15	10	1	-	17	18	15	19	15	19	-	13	19	4	2	15	1
	5%	*6%*	*5%*	*4%*	*-%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*-%*	*6%*	*6%*	*6%*	*2%*	*6%*	*8%*
25-49%	**13**	8	5	-	-	13	13	12	13	9	13	-	7	13	*	2	11	-
	4%	*3%*	*3%*	*-%*	*-%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*-%*	*3%*	*4%*	*1%*	*3%*	*5%*	*-%*
50-74%	**21**	14	15	3	-	18	20	21	21	20	20	-	16	21	5	3	17	2
	6%	*6%*	*8%*	*11%*	*-%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*-%*	*7%*	*6%*	*8%*	*4%*	*7%*	*9%*
75-100%	**287**	207	154	25	4	248	275	246	277	261	282	2	196	268	60	78	192	14
	83%	*83%*	*82%*	*85%*	*100%*	*82%*	*83%*	*82%*	*82%*	*84%*	*83%*	*100%*	*82%*	*82%*	*83%*	*91%* b	*80%*	*83%*
Don't know/can't remember	**6**	6	4	-	-	6	6	6	6	6	6	-	6	6	2	-	6	-
	2%	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*
Answered	**340**	244	184	29	4	297	326	294	331	306	334	2	232	321	70	86	235	17
Mean	**87.02**	87.23	86.82	88.32	92.88	86.41	86.98	86.56	86.78	87.92	87.00	100.00	87.26	86.59	87.94	91.27	85.32	87.09

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**342**	69	37	234	207	135	319	23	257	23	84	251	36	96
Weighted total	**346**	74	35	233	205	141	325	21	261	25	85	257	30	96
0-24%	**19**	2	*	16	13	6	16	3	16	-	4	14	1	1
	5%	*3%*	*1%*	*7%*	*6%*	*4%*	*5%*	*15%*	*6%*	*-%*	*5%*	*6%*	*3%*	*1%*
25-49%	**13**	3	-	11	9	4	13	*	13	-	5	9	-	*
	4%	*4%*	*-%*	*5%*	*4%*	*3%*	*4%*	*2%*	*5%*	*-%*	*6%*	*3%*	*-%*	**%*
50-74%	**21**	2	2	17	15	6	19	2	16	1	7	15	1	8
	6%	*3%*	*5%*	*7%*	*7%*	*4%*	*6%*	*12%*	*6%*	*5%*	*8%*	*6%*	*2%*	*8%*
75-100%	**287**	65	33	185	165	122	272	15	214	20	66	218	26	87
	83%	*88%*	*93%* c	*79%*	*81%*	*86%*	*84%*	*72%*	*82%*	*79%*	*77%*	*85%*	*87%*	*90%*
Don't know/can't remember	**6**	2	-	4	2	3	6	-	2	4	4	2	2	-
	2%	*2%*	*-%*	*2%*	*1%*	*2%*	*2%*	*-%*	*1%*	*16%*	*5%* b	*1%*	*8%* b	*-%*
Answered	**340**	72	35	229	203	138	320	21	259	21	81	256	28	96
Mean	**87.02**	90.48	94.32 c	84.63	84.81	90.26	87.69	76.76	85.65	97.56	85.40	87.38	92.46	92.92

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

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)
Base: All who send parcels and packets to fulfill customer orders

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	*a	*b	c	a	b	c
Unweighted total	342	114	3	35	59	31	23	25	59	41	31	38
Weighted total	346	111	6	28	49	36	17	33	60	43	38	42
0-24%	19	2	-	3	2	5	*	*	3	4	-	2
	5%	*2%*	*-%*	*9%*	*4%*	*15%*	*1%*	*1%*	*5%*	*9%*	*-%*	*4%*
25-49%	13	*	-	2	2	-	-	-	6	3	-	-
	4%	*%*	*-%*	*8%*	*5%*	*-%*	*-%*	*-%*	*10%*	*6%*	*-%*	*-%*
50-74%	21	8	-	*	*	3	1	3	6	3	1	4
	6%	*7%*	*-%*	*1%*	*1%*	*8%*	*3%*	*9%*	*10%*	*7%*	*4%*	*10%*
75-100%	287	100	6	23	42	27	17	30	43	31	36	36
	83%	*91%*	*100%*	*82%*	*87%*	*77%*	*96%*	*90%*	*72%*	*72%*	*96%* a	*86%*
Don't know/can't remember	6	-	-	-	2	-	-	-	2	2	-	-
	2%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*	*5%*	*-%*	*-%*
Answered	340	111	6	28	47	36	17	33	58	41	38	42
Mean	87.02	92.51	98.11	82.26	90.07	79.79	97.47	92.18	82.26	82.09	96.12 a	87.75

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

Ofcom; Business Postal Tracker
Table 18

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1200	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	1200	72	123	134	70	86	188	182	93	84	57	61	50	1032
Royal Mail	1027	60	114	107	62	75	166	149	80	69	48	51	45	883
	86%	84%	93%	80%	89%	87%	88%	82%	86%	83%	85%	84%	89%	86%
			cgikm											
UPS	252	16	29	25	18	19	57	30	21	16	7	9	3	232
	21%	22%	24%	19%	25%	22%	30%	17%	23%	20%	13%	16%	7%	22%
		l	jl	l	jl	l	gjkl	l	l	l		l		jkl
Parcelforce	229	8	13	28	16	16	34	40	23	16	11	15	9	194
	19%	11%	11%	21%	23%	18%	18%	22%	24%	19%	19%	25%	18%	19%
					b			b	ab			ab		
DHL	229	16	28	37	7	15	43	23	16	17	9	9	8	203
	19%	22%	23%	28%	10%	18%	23%	13%	17%	20%	15%	16%	16%	20%
		d	d	dgjkl			d							d
TNT	136	10	14	21	8	8	13	15	14	16	5	7	5	119
	11%	14%	11%	16%	11%	9%	7%	8%	15%	19%	9%	11%	10%	12%
										fj				
Hermes	127	5	10	17	4	11	31	16	15	10	5	3	2	118
	11%	7%	8%	13%	6%	12%	16%	9%	16%	12%	9%	5%	4%	11%
				kl		kl	dkl		kl	kl				kl
DPD	127	6	6	10	10	8	33	20	5	16	4	1	6	116
	11%	9%	5%	8%	15%	9%	18%	11%	5%	20%	7%	2%	11%	11%
		k			bk	k	bhjk	k		bchjkm			k	k
FedEx	127	13	4	22	5	9	29	15	8	9	4	5	2	115
	11%	18%	3%	17%	8%	10%	15%	8%	9%	11%	8%	8%	3%	11%
		bjkl		bl		l	bjl			bl				bl
Yodel	124	10	8	5	10	8	16	31	13	3	6	8	4	105
	10%	14%	7%	4%	15%	9%	9%	17%	14%	4%	11%	13%	9%	10%
		i			ci			bci	i			i		
TNT Express	96	12	13	10	8	10	8	9	6	12	2	4	2	88
	8%	17%	10%	7%	11%	12%	4%	5%	7%	14%	4%	7%	3%	9%
		fgjklm	l		l	jl				fjl				l
UK Mail	68	4	7	5	8	4	16	8	9	3	1	3	1	63
	6%	5%	6%	4%	11%	4%	8%	4%	10%	4%	2%	5%	3%	6%
					jl		j		jl					j
Secured Mail (previously City Link Post)	49	3	7	2	1	1	13	15	*	2	1	2	1	46
	4%	4%	5%	2%	2%	1%	7%	8%	*%	3%	2%	3%	1%	4%
			h				hjl	ehjl						
Interlink / Interlink Express / Direct	41	3	5	-	1	2	12	5	5	4	1	1	1	38
	3%	4%	4%	-%	2%	3%	7%	3%	5%	4%	2%	2%	2%	4%
							cj							
APC	23	*	5	*	-	4	3	7	-	4	-	1	-	23
	2%	*%	4%	*%	-%	5%	1%	4%	-%	5%	-%	1%	-%	2%
			jl			jl		jl		jl				
Whistl (Previously known as TNT Post)	18	-	3	2	1	2	2	5	*	-	2	-	*	16
	2%	-%	3%	2%	2%	2%	1%	3%	*%	-%	3%	-%	1%	2%
			k					k			k			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
DX	**14**	2	*	5	1	*	2	*	-	*	*	1	1	11
	1%	*2%*	**%*	*4%*	*2%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	*1%*	*3%*	*1%*
Business Post	**11**	1	-	2	-	-	-	2	3	1	-	-	-	11
	1%	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*4%*	*2%*	*-%*	*-%*	*-%*	*1%*
									jkl					
Parcels to go	**10**	2	-	3	-	2	*	*	-	1	*	1	-	9
	1%	*2%*	*-%*	*2%*	*-%*	*3%*	**%*	**%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*
						l								
Collect Plus	**6**	1	-	2	-	-	-	-	-	1	*	*	-	5
	****%***	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*
Tuffnels	**6**	2	*	-	-	2	-	-	-	-	1	*	-	4
	****%***	*2%*	**%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	**%*
						lm								
Fastway Couriers	**4**	-	-	-	-	-	-	-	-	-	-	-	4	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*
													abcdefgh ijkm	
Pitney Bowes	**2**	-	-	2	-	-	-	-	-	-	-	*	-	2
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
				m										
UK / British Mail	**2**	-	2	-	-	-	-	-	-	-	*	*	-	2
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*
			m											
Freight - Better / Night	**2**	2	-	-	-	-	-	-	-	-	-	-	-	2
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
		m												
First Post	**1**	-	-	-	-	1	-	-	-	-	*	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
						m								
Lynx	**1**	-	-	-	-	-	-	-	-	1	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*
										m				
AJG Parcels	**1**	-	-	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
											m			
Interparcel	**1**	-	*	-	*	-	-	*	-	-	*	-	-	1
	****%***	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Priority Express	**1**	-	-	-	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
												m		
Local Courier	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
												m		
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**9**	-	-	5	-	-	3	-	-	1	-	*	-	9
	1%	-%	-%	*4%*	-%	-%	*1%*	-%	-%	*1%*	-%	*1%*	-%	*1%*
				jlm										
Don't know	**2**	-	1	-	-	-	-	-	-	-	-	*	-	1
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	***%**
Other answers	**120**	7	11	17	4	15	10	17	9	12	4	6	8	102
	10%	*9%*	*9%*	*13%*	*6%*	*17%*	*5%*	*9%*	*9%*	*15%*	*6%*	*10%*	*16%*	*10%*
						dfjm				**fj**			**dfjm**	

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Royal Mail	1027	104	83	13	79	262	51	400	988	25	8	6	40	507	520
	86%	87%	81%	79%	88%	85%	86%	87%	86%	84%	82%	77%	83%	88%	83%
														b	
UPS	252	15	29	8	20	74	6	88	243	5	2	3	9	124	129
	21%	12%	28%	51%	22%	24%	11%	19%	21%	16%	17%	32%	19%	21%	21%
			afg			af						be			
Parcelforce	229	21	11	4	18	82	12	73	219	6	3	2	11	105	124
	19%	17%	10%	27%	20%	27%	20%	16%	19%	20%	30%	23%	23%	18%	20%
					b	abg					a				
DHL	229	9	20	9	13	51	10	109	218	5	3	3	11	128	101
	19%	7%	20%	54%	15%	17%	18%	24%	19%	18%	27%	35%	23%	22%	16%
			a			a	a	ae				ab		b	
TNT	136	6	15	3	9	36	7	53	129	4	1	2	7	76	60
	11%	5%	14%	17%	10%	12%	12%	11%	11%	13%	14%	18%	14%	13%	10%
			a			a		a						b	
Hermes	127	6	7	7	5	51	7	45	124	3	*	1	4	72	56
	11%	5%	6%	41%	6%	16%	12%	10%	11%	9%	3%	8%	7%	12%	9%
						abdg									
DPD	127	10	22	5	10	27	7	46	123	3	1	*	4	68	59
	11%	8%	21%	32%	11%	9%	12%	10%	11%	11%	6%	5%	9%	12%	9%
			adeg												
FedEx	127	7	24	3	5	35	8	41	120	3	2	1	7	71	56
	11%	5%	23%	17%	6%	11%	13%	9%	10%	12%	21%	17%	14%	12%	9%
			adeg								a				
Yodel	124	16	7	-	16	33	6	42	118	4	1	*	5	57	67
	10%	14%	7%	-%	19%	11%	11%	9%	10%	13%	11%	5%	11%	10%	11%
					bg										
TNT Express	96	7	13	1	6	24	2	40	92	2	1	1	4	53	43
	8%	6%	12%	5%	7%	8%	4%	9%	8%	5%	12%	17%	9%	9%	7%
												ab			
UK Mail	68	*	8	-	3	32	2	20	64	2	1	1	4	39	29
	6%	*%	7%	-%	3%	10%	4%	4%	6%	7%	10%	10%	8%	7%	5%
			a			adg		a							
Secured Mail (previously City Link Post)	49	7	2	3	*	5	4	21	48	1	1	-	1	24	25
	4%	6%	2%	17%	*%	2%	7%	5%	4%	2%	6%	-%	3%	4%	4%
		de					de	e							
Interlink / Interlink Express / Direct	41	1	11	-	*	21	-	7	40	*	*	*	*	19	21
	3%	1%	11%	-%	*%	7%	-%	2%	3%	1%	2%	1%	1%	3%	3%
			adfg			adg			be						
APC	23	2	6	1	*	5	-	6	22	1	*	*	1	13	11
	2%	1%	6%	7%	*%	2%	-%	1%	2%	3%	2%	2%	3%	2%	2%
			deg												

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Whistl (Previously known as TNT Post)	**18**	3	1	-	1	6	*	6	18	*	*	-	1	6	12
	2%	*3%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*
DX	**14**	-	2	-	-	7	1	5	13	*	*	1	1	9	5
	1%	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*7%* **ab**	*3%*	*2%*	*1%*
Business Post	**11**	-	-	-	2	-	2	7	11	*	-	-	*	9	2
	1%	*-%*	*-%*	*-%*	*2%* e	*-%*	*4%* **abe**	*1%* e	*1%*	*1%*	*-%*	*-%*	*1%*	*1%* b	**%*
Parcels to go	**10**	*	*	-	-	7	3	-	9	1	-	-	1	6	4
	1%	**%*	**%*	*-%*	*-%*	*2%* g	*5%* **dg**	*-%*	*1%*	*2%*	*-%*	*-%*	*2%*	*1%*	*1%*
Collect Plus	**6**	-	-	-	-	3	-	3	6	-	-	-	-	3	3
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*
Tuffnels	**6**	*	1	-	-	3	-	1	5	-	*	*	*	3	3
	****%***	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	*2%* b	*2%* b	*1%*	**%*	**%*
Fastway Couriers	**4**	-	1	*	*	1	-	*	4	-	-	-	-	1	3
	****%***	*-%*	*1%* g	*3%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*
Pitney Bowes	**2**	-	-	-	-	2	-	*	2	-	*	-	*	2	*
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	**%*
UK / British Mail	**2**	-	-	-	-	-	-	2	2	*	-	-	*	2	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*
Freight - Better / Night	**2**	-	-	-	-	-	-	-	2	-	-	-	-	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
First Post	**1**	-	-	-	-	1	-	*	1	-	*	-	*	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*
Lynx	**1**	1	-	-	-	-	-	-	1	-	-	-	-	-	1
	****%***	*1%* g	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
AJG Parcels	**1**	-	-	-	-	*	*	*	1	*	-	-	*	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
Interparcel	**1**	-	-	-	-	1	-	*	-	1	*	-	1	*	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*2%* a	*2%* a	*-%*	*2%* a	**%*	**%*
Priority Express	**1**	-	*	-	-	-	-	*	*	*	-	-	*	*	*
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*
Local Courier	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Legal Post	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%* a	*-%*	**%*	*-%*	**%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**9**	-	-	-	3	-	-	6	9	-	-	-	-	5	4
	1%	-%	-%	-%	*3%* e	-%	-%	*1%* e	*1%*	-%	-%	-%	-%	*1%*	*1%*
Don't know	**2**	-	-	-	-	1	-	*	2	-	-	-	-	*	1
	%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	*%
Other answers	**120**	15	16	1	12	21	2	46	115	3	1	1	4	56	64
	10%	*13%*	*15%* **ef**	*9%*	*13%* f	*7%*	*3%*	*10%*	*10%*	*10%*	*7%*	*10%*	*9%*	*10%*	*10%*

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Royal Mail	1027	510	54	48	5	829	198	302	527	198	612	176	119	51	32	15	3
	86%	88%	93%	75%	91%	86%	83%	89%	85%	83%	86%	83%	84%	85%	92%	94%	100%
		c	c					c									
UPS	252	119	9	16	1	183	69	51	132	69	148	45	24	12	7	5	-
	21%	20%	15%	25%	25%	19%	29%	15%	21%	29%	21%	21%	17%	19%	22%	32%	-%
							a		a	ab						c	
Parcelforce	229	117	9	13	1	164	66	45	118	66	132	46	26	6	6	8	-
	19%	20%	15%	20%	14%	17%	27%	13%	19%	27%	19%	21%	18%	10%	19%	48%	-%
							a		a	ab	d	d				abcde	
DHL	229	109	9	21	2	174	55	58	115	55	134	46	22	11	6	5	-
	19%	19%	17%	33%	38%	18%	23%	17%	19%	23%	19%	22%	15%	18%	17%	30%	-%
				ab												c	
TNT	136	67	9	7	1	92	44	31	61	44	86	20	13	8	4	3	-
	11%	12%	16%	12%	25%	10%	18%	9%	10%	18%	12%	9%	9%	13%	13%	15%	-%
							a			ab							
Hermes	127	71	4	5	1	84	43	22	63	43	81	19	14	4	4	1	-
	11%	12%	6%	7%	10%	9%	18%	6%	10%	18%	11%	9%	10%	6%	12%	5%	-%
							a			ab							
DPD	127	67	7	3	1	88	39	19	69	39	79	24	9	5	4	1	-
	11%	12%	11%	5%	15%	9%	16%	6%	11%	16%	11%	11%	6%	8%	12%	3%	-%
							a		a	ab							
FedEx	127	60	4	10	1	85	41	12	74	41	80	13	10	12	2	2	-
	11%	10%	6%	16%	12%	9%	17%	3%	12%	17%	11%	6%	7%	19%	5%	10%	-%
							a		a	ab	b			abce			
Yodel	124	64	1	5	*	101	23	38	62	23	85	24	5	5	2	1	-
	10%	11%	2%	7%	4%	10%	10%	11%	10%	10%	12%	11%	4%	8%	6%	8%	-%
		b									c	c					
TNT Express	96	42	9	8	1	55	40	20	35	40	71	8	5	5	3	*	3
	8%	7%	15%	13%	16%	6%	17%	6%	6%	17%	10%	4%	4%	7%	8%	2%	100%
			a				a			ab	bc						
UK Mail	68	22	4	8	1	38	30	12	26	30	31	10	8	6	2	4	3
	6%	4%	7%	12%	11%	4%	12%	4%	4%	12%	4%	5%	6%	10%	7%	24%	100%
				a			a			ab				a		abcde	
Secured Mail (previously City Link Post)	49	32	1	-	*	41	9	23	18	9	37	6	3	2	2	*	-
	4%	5%	1%	-%	2%	4%	4%	7%	3%	4%	5%	3%	2%	3%	6%	1%	-%
		c						b									
Interlink / Interlink Express / Direct	41	17	5	2	*	15	25	5	10	25	20	10	4	1	-	-	-
	3%	3%	9%	3%	2%	2%	11%	2%	2%	11%	3%	5%	3%	2%	-%	-%	-%
			a				a			ab							
APC	23	7	-	*	-	7	16	-	7	16	13	2	2	3	-	-	-
	2%	1%	-%	1%	-%	1%	7%	-%	1%	7%	2%	1%	2%	6%	-%	-%	-%
							a			ab				ab			
Whistl (Previously known as TNT Post)	18	12	2	3	1	11	7	*	11	7	11	2	4	*	*	-	-
	2%	2%	3%	4%	11%	1%	3%	*%	2%	3%	2%	1%	3%	1%	1%	-%	-%
							a		a	a							

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g
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Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
DX	14	5	1	*	*	8	6	-	8	6	4	1	5	*	2	1	-
	1%	1%	2%	1%	4%	1%	3%	-%	1%	3%	1%	*%	4%	*%	7%	7%	-%
							a		a	a			ab		abd	abd	
Business Post	11	4	-	*	-	7	4	1	5	4	7	2	3	-	-	-	-
	1%	1%	-%	*%	-%	1%	2%	*%	1%	2%	1%	1%	2%	-%	-%	-%	-%
Parcels to go	10	6	-	*	-	5	5	-	5	5	5	3	-	-	*	-	-
	1%	1%	-%	1%	-%	1%	2%	-%	1%	2%	1%	1%	-%	-%	1%	-%	-%
							a			a							
Collect Plus	6	3	*	-	-	2	4	*	1	4	2	-	-	1	2	*	-
	*%	1%	1%	-%	-%	*%	2%	*%	*%	2%	*%	-%	-%	2%	7%	3%	-%
							a			ab				ab	abc	abc	
Tuffnels	6	4	-	-	*	2	3	1	1	3	4	*	*	-	*	-	-
	*%	1%	-%	-%	4%	*%	1%	*%	*%	1%	1%	*%	*%	-%	1%	-%	-%
							a			b							
Fastway Couriers	4	2	*	*	-	2	2	*	2	2	2	*	*	*	-	-	-
	*%	*%	1%	1%	-%	*%	1%	*%	*%	1%	*%	*%	*%	1%	-%	-%	-%
Pitney Bowes	2	-	-	2	-	2	*	-	2	*	2	-	-	-	*	-	-
	*%	-%	-%	4%	-%	*%	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%
				a													
UK / British Mail	2	-	-	2	-	*	2	-	*	2	2	-	-	-	-	*	-
	*%	-%	-%	3%	-%	*%	1%	-%	*%	1%	*%	-%	-%	-%	-%	1%	-%
				a			a										
Freight - Better / Night	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
First Post	1	-	-	-	-	1	-	1	*	-	1	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%
Lynx	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%
AJG Parcels	1	-	*	-	-	1	-	-	1	-	-	*	*	*	-	-	-
	*%	-%	1%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	1%	-%	-%	-%
														a			
Interparcel	1	*	-	*	-	*	1	-	*	1	*	*	-	-	-	*	-
	*%	*%	-%	1%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	1%	-%
																a	
Priority Express	1	-	*	-	-	*	*	-	*	*	*	*	-	-	-	-	-
	*%	-%	1%	-%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Local Courier	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%
Legal Post	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
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Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	9	-	-	-	7	2	2	4	2	3	4	2	-	-	-	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	*%	2%	2%	-%	-%	-%	-%
												a					
Don't know	2	1	-	-	-	2	-	2	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Other answers	120	49	9	4	1	78	42	31	47	42	65	25	15	5	5	*	-
	10%	8%	16%	7%	14%	8%	17%	9%	8%	17%	9%	12%	10%	8%	15%	2%	-%
			a				a			ab					f		

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Royal Mail	1027	415	49	33	22	21	946	81	906	120	787	236	4
	86%	85%	79%	83%	88%	89%	87% b	76%	87% b	79%	87%	82%	49%
UPS	252	112	19	17	10	12	204	48	186	66	149	101	2
	21%	23%	30%	43% a	42%	49%	19%	45% a	18%	43% a	16%	35% a	31%
Parcelforce	229	125	18	8	5	7	205	24	192	38	149	79	2
	19%	25%	29%	20%	20%	28%	19%	23%	18%	25%	16%	28% a	27%
DHL	229	114	9	10	6	8	201	27	185	43	151	76	2
	19%	23%	15%	26%	23%	35%	18%	26%	18%	28% a	17%	27% a	27%
TNT	136	58	8	7	6	7	119	17	113	23	85	50	1
	11%	12%	12%	17%	26%	29%	11%	16%	11%	15%	9%	18% a	12%
Hermes	127	61	14	5	7	4	100	27	95	32	56	70	*
	11%	13%	23% a	14%	27%	18%	9%	26% a	9%	21% a	6%	25% a	6%
DPD	127	50	9	6	11	6	106	20	98	28	83	43	*
	11%	10%	15%	14%	44%	23%	10%	19% a	9%	18% a	9%	15% a	6%
FedEx	127	54	13	13	6	7	97	29	93	34	70	54	2
	11%	11%	21% a	32% a	25%	30%	9%	27% a	9%	22% a	8%	19% a	27%
Yodel	124	52	12	2	1	1	116	8	110	14	91	31	2
	10%	10%	19% ac	5%	3%	5%	11%	7%	10%	9%	10%	11%	22%
TNT Express	96	36	15	7	3	4	71	25	64	32	49	45	1
	8%	7%	24% a	17% a	11%	18%	7%	23% a	6%	21% a	5%	16% a	19%
UK Mail	68	23	5	5	4	8	54	14	51	16	35	31	2
	6%	5%	8%	12% a	16%	32%	5%	13% a	5%	11% a	4%	11% a	26%
Secured Mail (previously City Link Post)	49	30	2	1	-	-	47	2	47	2	40	10	-
	4%	6%	4%	4%	-%	-%	4%	2%	4%	2%	4%	3%	-%
Interlink / Interlink Express / Direct	41	12	1	7	10	4	28	12	25	16	12	27	1
	3%	3%	2%	17% ab	39%	18%	3%	12% a	2%	10% a	1%	9% a	19%
APC	23	11	6	2	4	*	10	13	6	17	3	21	*
	2%	2%	10% a	5%	15%	1%	1%	12% a	1%	11% a	*%	7% a	3%
Whistl (Previously known as TNT Post)	18	9	-	2	1	2	16	3	12	7	10	9	-
	2%	2%	-%	6%	5%	10%	1%	3%	1%	4% a	1%	3% a	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
DX	14	8	2	*	-	-	11	3	10	4	6	8	*
	1%	2%	3%	1%	-%	-%	1%	3%	1%	2%	1%	3% a	3%
Business Post	11	3	-	2	-	-	9	2	9	2	9	2	-
	1%	1%	-%	6% a	-%	-%	1%	2%	1%	1%	1%	1%	-%
Parcels to go	10	6	1	-	1	2	6	4	6	4	2	9	-
	1%	1%	2%	-%	5%	8%	1%	3% a	1%	2% a	*%	3% a	-%
Collect Plus	6	*	-	1	-	-	6	-	6	-	4	2	-
	*%	*%	-%	3% a	-%	-%	1%	-%	1%	-%	*%	1%	-%
Tuffnels	6	2	3	-	-	-	3	3	3	3	3	3	-
	*%	*%	4% a	-%	-%	-%	*%	3% a	*%	2% a	*%	1%	-%
Fastway Couriers	4	2	*	1	-	-	3	1	2	1	2	1	*
	*%	*%	1%	2%	-%	-%	*%	1%	*%	1%	*%	*%	6%
Pitney Bowes	2	-	*	-	-	-	-	2	-	2	-	-	2
	*%	-%	*%	-%	-%	-%	-%	2% a	-%	2% a	-%	-%	32%
UK / British Mail	2	*	*	-	-	2	2	-	2	-	2	-	-
	*%	*%	*%	-%	-%	7%	*%	-%	*%	-%	*%	-%	-%
Freight - Better / Night	2	2	-	-	-	-	2	-	-	2	-	2	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	1% a	-%	1% a	-%
First Post	1	*	-	-	-	-	1	-	1	-	1	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
Lynx	1	-	-	-	-	-	1	-	1	-	1	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
AJG Parcels	1	*	-	-	-	-	1	-	1	-	1	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Interparcel	1	*	*	*	-	*	*	1	-	1	-	1	*
	*%	*%	*%	*%	-%	2%	*%	1% a	-%	1% a	-%	*%	3%
Priority Express	1	-	-	-	*	-	*	*	*	*	*	*	-
	*%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%
Local Courier	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	3	2	-	-	-	9	-	9	-	9	-	-
	1%	1%	4% a	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Don't know	2	-	-	-	-	-	2	-	2	-	2	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Other answers	120	60	11	10	4	3	93	26	81	38	65	53	1
	10%	12%	18%	25% a	17%	14%	9%	24% a	8%	25% a	7%	19% a	12%

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Royal Mail	**1027**	553	175	286	929	581	955	449	313	221	662	286	6	244	355	975	87
	86%	*86%*	*80%*	*88%*	*86%*	*87%*	*86%*	*86%*	*87%*	*83%*	*84%*	*83%*	*97%*	*85%*	*85%*	*86%*	*86%*
		b		b													
UPS	**252**	132	52	65	216	136	221	138	76	98	164	115	*	53	119	234	35
	21%	*21%*	*24%*	*20%*	*20%*	*20%*	*20%*	*27%*	*21%*	*37%*	*21%*	*33%*	*3%*	*19%*	*29%*	*21%*	*34%*
								abcg		**abcdeg**		c			b		b
Parcelforce	**229**	114	46	69	199	138	209	134	66	63	146	89	*	72	106	218	23
	19%	*18%*	*21%*	*21%*	*18%*	*21%*	*19%*	*26%*	*18%*	*24%*	*19%*	*26%*	*4%*	*25%*	*25%*	*19%*	*23%*
								abceg		a					b		
DHL	**229**	131	38	56	209	132	211	117	67	63	146	76	1	71	99	218	29
	19%	*20%*	*17%*	*17%*	*19%*	*20%*	*19%*	*22%*	*19%*	*24%*	*19%*	*22%*	*23%*	*25%*	*24%*	*19%*	*29%*
																	b
TNT	**136**	80	23	31	110	64	113	60	37	43	91	53	1	32	43	121	16
	11%	*12%*	*11%*	*10%*	*10%*	*10%*	*10%*	*12%*	*10%*	*16%*	*12%*	*15%*	*15%*	*11%*	*10%*	*11%*	*16%*
										abceg							
Hermes	**127**	62	27	36	89	74	103	82	32	47	77	59	-	33	60	115	12
	11%	*10%*	*12%*	*11%*	*8%*	*11%*	*9%*	*16%*	*9%*	*18%*	*10%*	*17%*	*-%*	*11%*	*15%*	*10%*	*12%*
						a		**abceg**		**abceg**		c			b		
DPD	**127**	69	22	35	104	66	111	61	35	41	77	53	-	27	59	116	17
	11%	*11%*	*10%*	*11%*	*10%*	*10%*	*10%*	*12%*	*10%*	*15%*	*10%*	*15%*	*-%*	*9%*	*14%*	*10%*	*17%*
										abceg		c			b		b
FedEx	**127**	66	22	39	106	71	111	81	24	54	83	67	1	26	71	115	31
	11%	*10%*	*10%*	*12%*	*10%*	*11%*	*10%*	*16%*	*7%*	*20%*	*11%*	*19%*	*10%*	*9%*	*17%*	*10%*	*30%*
						e	e	**abceg**		**abceg**	e	c			b		**ab**
Yodel	**124**	79	7	37	99	55	108	48	30	30	86	35	-	31	43	112	7
	10%	*12%*	*3%*	*12%*	*9%*	*8%*	*10%*	*9%*	*8%*	*11%*	*11%*	*10%*	*-%*	*11%*	*10%*	*10%*	*7%*
		b		b													
TNT Express	**96**	57	19	21	83	53	90	58	26	47	73	56	*	8	44	95	20
	8%	*9%*	*8%*	*6%*	*8%*	*8%*	*8%*	*11%*	*7%*	*18%*	*9%*	*16%*	*6%*	*3%*	*10%*	*8%*	*20%*
								ace		**abcdeg**		c					**ab**
UK Mail	**68**	25	17	25	56	43	63	40	15	28	50	36	1	7	33	66	16
	6%	*4%*	*8%*	*8%*	*5%*	*6%*	*6%*	*8%*	*4%*	*10%*	*6%*	*10%*	*10%*	*3%*	*8%*	*6%*	*16%*
			a	a				e		**abceg**		c					**ab**
Secured Mail (previously City Link Post)	**49**	24	12	11	49	28	49	24	19	6	30	9	-	25	18	49	1
	4%	*4%*	*6%*	*3%*	*5%*	*4%*	*4%*	*5%*	*5%*	*2%*	*4%*	*2%*	*-%*	*9%*	*4%*	*4%*	*1%*
														a			
Interlink / Interlink Express / Direct	**41**	13	11	17	30	22	34	32	9	26	21	32	-	2	25	41	12
	3%	*2%*	*5%*	*5%*	*3%*	*3%*	*3%*	*6%*	*2%*	*10%*	*3%*	*9%*	*-%*	*1%*	*6%*	*4%*	*11%*
			a	a				**abceg**		**abceg**		c			b		**ab**
APC	**23**	9	5	10	18	11	19	19	9	19	20	22	-	1	12	19	3
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*	*7%*	*2%*	*6%*	*-%*	**%*	*3%*	*2%*	*3%*
								abc		**abcdeg**		c					

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1200	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	1200	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Whistl (Previously known as TNT Post)	18 2%	4 1%	3 1%	11 3% a	16 1%	12 2% e	16 1%	13 2% e	1 *%	8 3% e	12 1%	8 2%	- -%	7 2%	9 2%	18 2%	3 3%
DX	14 1%	9 1%	2 1%	2 1%	14 1%	9 1%	14 1%	8 1%	7 2%	3 1%	12 1%	3 1%	- -%	7 2%	6 2%	14 1%	6 6% ab
Business Post	11 1%	9 1%	- -%	2 1%	11 1%	4 1%	11 1%	5 1%	3 1%	2 1%	9 1%	4 1%	- -%	1 *%	4 1%	11 1%	- -%
Parcels to go	10 1%	3 *%	* *%	7 2% a	6 1%	3 *%	6 1%	10 2% abcg	3 1%	7 3% abcg	5 1%	7 2%	- -%	3 1%	6 1%	8 1%	1 1%
Collect Plus	6 *%	2 *%	2 1%	2 1%	6 1%	6 1%	6 1%	2 *%	3 1%	2 1%	2 *%	2 *%	- -%	- -%	- -%	6 1%	1 1% a
Tuffnels	6 *%	2 *%	2 1%	1 *%	4 *%	3 *%	4 *%	4 1%	2 *%	4 2% acg	2 *%	4 1%	- -%	* *%	3 1%	6 1%	2 2%
Fastway Couriers	4 *%	3 *%	1 *%	* *%	4 *%	1 *%	4 *%	3 1%	1 *%	4 1% abcg	2 *%	4 1%	- -%	- -%	3 1%	4 *%	2 2% b
Pitney Bowes	2 *%	- -%	2 1% a	* *%	2 *%	2 *%	2 *%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	2 *%	- -%
UK / British Mail	2 *%	* *%	- -%	2 1%	1 *%	1 *%	1 *%	2 *%	* *%	2 1% ac	1 *%	2 1%	- -%	* *%	2 1%	2 *%	- -%
Freight - Better / Night	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%	2 *%	2 1% b	2 *%	2 *%	- -%	- -%	- -%	2 *%	- -%
First Post	1 *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	* *%	1 *%	* *%	1 *%	* *%	- -%	- -%	1 *%	1 *%	- -%
Lynx	1 *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	- -%
AJG Parcels	1 *%	1 *%	- -%	* *%	1 *%	* *%	1 *%	- -%	* *%	- -%	1 *%	- -%	- -%	* *%	1 *%	1 *%	- -%
Interparcel	1 *%	* *%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	* *%	1 *%	- -%	* *%	1 *%	1 *%	- -%
Priority Express	1 *%	* *%	- -%	* *%	1 *%	* *%	1 *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	1 *%	- -%
Local Courier	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Legal Post	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**9**	4	2	3	9	6	9	2	2	-	7	2	-	3	2	9	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
Don't know	**2**	2	-	-	1	-	1	-	-	-	1	-	-	-	-	1	-
	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Other answers	**120**	59	26	33	110	63	112	71	45	47	68	52	3	32	58	116	14
	10%	*9%*	*12%*	*10%*	*10%*	*9%*	*10%*	*14%*	*12%*	*18%*	*9%*	*15%*	*55%*	*11%*	*14%*	*10%*	*14%*
								abcg	g	**abcg**					b		

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

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Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Royal Mail	**1027**	760	649	53	15	943	997	845	1005	794	1000	6	613	984	144	134	786	102
	86%	*86%*	*88%*	*86%*	*86%*	*86%*	*86%*	*86%*	*86%*	*85%*	*85%*	*100%*	*87%*	*86%*	*86%*	*81%*	*86%*	*87%*
UPS	**252**	187	149	18	3	219	244	208	247	212	249	3	169	245	67	43	191	16
	21%	*21%*	*20%*	*30%*	*16%*	*20%*	*21%*	*21%*	*21%*	*23%*	*21%*	*44%*	*24%*	*21%*	*40%* ab	*26%* c	*21%*	*13%*
Parcelforce	**229**	177	129	12	3	211	216	188	217	189	222	5	143	217	41	34	177	15
	19%	*20%*	*17%*	*20%*	*18%*	*19%*	*19%*	*19%*	*18%*	*20%*	*19%*	*79%*	*20%*	*19%*	*25%*	*21%*	*19%*	*13%*
DHL	**229**	177	137	17	-	202	224	187	224	191	227	*	146	223	50	40	166	22
	19%	*20%*	*19%*	*28%*	*-%*	*18%*	*19%*	*19%*	*19%*	*20%*	*19%*	*2%*	*21%*	*19%*	*30%* ab	*24%*	*18%*	*19%*
TNT	**136**	98	93	9	*	125	128	106	131	109	132	-	82	126	21	24	108	4
	11%	*11%*	*13%*	*15%*	*3%*	*11%*	*11%*	*11%*	*11%*	*12%*	*11%*	*-%*	*12%*	*11%*	*13%*	*15%* c	*12%* c	*4%*
Hermes	**127**	84	67	8	*	111	117	97	118	102	125	-	71	116	17	35	87	5
	11%	*10%*	*9%*	*13%*	*1%*	*10%*	*10%*	*10%*	*10%*	*11%*	*11%*	*-%*	*10%*	*10%*	*10%*	*21%* bc	*10%*	*4%*
DPD	**127**	96	73	4	3	118	119	96	119	105	125	-	82	119	25	23	96	5
	11%	*11%*	*10%*	*7%*	*16%*	*11%*	*10%*	*10%*	*10%*	*11%*	*11%*	*-%*	*12%*	*10%*	*15%*	*14%* c	*10%* c	*5%*
FedEx	**127**	91	64	5	4	112	121	103	122	117	124	-	95	121	42	22	94	7
	11%	*10%*	*9%*	*8%*	*24%*	*10%*	*10%*	*10%*	*10%*	*13%*	*11%*	*-%*	*14%*	*11%*	*25%* ab	*13%*	*10%*	*6%*
Yodel	**124**	76	79	5	5	109	115	88	115	94	122	-	67	117	10	17	96	9
	10%	*9%*	*11%*	*8%*	*27%*	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*	*-%*	*10%*	*10%*	*6%*	*10%*	*11%*	*7%*
TNT Express	**96**	68	64	10	2	78	95	86	95	75	96	-	59	95	17	20	69	7
	8%	*8%*	*9%*	*16%* c	*11%*	*7%*	*8%*	*9%*	*8%*	*8%*	*8%*	*-%*	*8%*	*8%*	*10%*	*12%*	*8%*	*6%*
UK Mail	**68**	46	44	8	*	57	67	62	68	63	67	-	42	65	18	17	46	5
	6%	*5%*	*6%*	*13%* c	*3%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*-%*	*6%*	*6%*	*11%* ab	*11%* bc	*5%*	*4%*
Secured Mail (previously City Link Post)	**49**	38	30	2	-	48	46	36	47	42	49	-	37	49	*	5	44	-
	4%	*4%*	*4%*	*3%*	*-%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*-%*	*5%* c	*4%* c	*%*	*3%*	*5%* c	*-%*
Interlink / Interlink Express / Direct	**41**	20	25	2	1	34	40	30	40	39	41	-	28	40	8	10	27	4
	3%	*2%*	*3%*	*3%*	*9%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*-%*	*4%*	*4%*	*5%*	*6%*	*3%*	*3%*
APC	**23**	10	15	*	-	23	22	20	22	22	23	-	15	22	5	11	12	*
	2%	*1%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*3%*	*6%* bc	*1%*	*%*
Whistl (Previously known as TNT Post)	**18**	13	10	4	-	15	18	14	18	10	16	-	6	18	4	1	17	*
	2%	*1%*	*1%*	*6%* c	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*2%*	*1%*	*2%*	*%*

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

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OFC1885
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Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
DX	**14**	11	10	1	-	13	14	14	14	11	14	-	12	14	6	3	11	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*4%* b	*2%*	*1%*	**%*
Business Post	**11**	9	6	1	-	8	11	11	11	7	11	-	7	11	*	2	7	2
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*2%*
Parcels to go	**10**	6	4	-	*	10	10	7	10	10	10	-	7	10	1	4	6	-
	1%	*1%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*3%* b	*1%*	*-%*
Collect Plus	**6**	5	6	-	-	6	6	4	6	4	6	-	1	4	1	2	4	-
	****%***	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	**%*	*1%*	*1%*	**%*	*-%*
Tuffnels	**6**	3	3	-	-	6	5	3	6	3	6	-	3	6	2	-	4	1
	****%***	**%*	**%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*1%*	*-%*	**%*	*1%*
Fastway Couriers	**4**	2	3	1	-	2	4	4	4	4	4	-	2	4	1	1	3	-
	****%***	**%*	**%*	*1%* c	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*1%*	*1%*	**%*	*-%*
Pitney Bowes	**2**	-	-	-	-	-	2	2	2	2	2	-	-	2	-	*	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
UK / British Mail	**2**	2	*	-	-	2	2	2	2	2	2	-	2	2	-	*	2	*
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*
Freight - Better / Night	**2**	-	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	****%***	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
First Post	**1**	1	*	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Lynx	**1**	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
AJG Parcels	**1**	1	1	-	-	1	1	1	1	1	1	-	1	1	*	*	1	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Interparcel	**1**	*	*	-	-	1	1	1	1	1	1	-	1	1	1	*	*	*
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*
Priority Express	**1**	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Local Courier	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
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Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**9**	8	1	-	-	9	9	7	9	4	7	-	4	7	-	3	6	-
	1%	*1%*	**%*	-%	-%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	-%	*1%*	*1%*	-%	*2%*	*1%*	-%
		b																
Don't know	**2**	1	-	-	-	2	1	1	1	2	2	-	-	2	-	-	2	-
	****%***	**%*	-%	-%	-%	**%*	**%*	**%*	**%*	**%*	**%*	-%	-%	**%*	-%	-%	**%*	-%
Other answers	**120**	74	81	3	-	109	115	99	116	100	118	-	77	114	19	25	83	12
	10%	*8%*	*11%*	*5%*	-%	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*	-%	*11%*	*10%*	*11%*	*15%*	*9%*	*10%*
																b		

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Royal Mail	**1027**	83	56	883	618	409	929	98	796	63	189	834	30	131
	86%	*81%*	*86%*	*86%*	*85%*	*87%*	*85%*	*88%*	*85%*	*93%*	*87%*	*86%*	*81%*	*79%*
UPS	**252**	34	21	193	152	101	236	16	195	16	53	196	14	55
	21%	*33%*	*33%*	*19%*	*21%*	*21%*	*22%*	*15%*	*21%*	*24%*	*25%*	*20%*	*38%*	*33%*
		c	c											
Parcelforce	**229**	27	21	181	144	85	210	19	192	8	38	189	8	52
	19%	*26%*	*32%*	*18%*	*20%*	*18%*	*19%*	*17%*	*20%*	*12%*	*18%*	*19%*	*21%*	*31%*
		c	c											
DHL	**229**	33	10	182	154	74	216	13	173	15	49	178	9	45
	19%	*32%*	*15%*	*18%*	*21%*	*16%*	*20%*	*11%*	*18%*	*22%*	*22%*	*18%*	*25%*	*27%*
		bc			b		b							
TNT	**136**	28	8	101	83	53	121	15	107	8	18	117	8	32
	11%	*27%*	*12%*	*10%*	*11%*	*11%*	*11%*	*13%*	*11%*	*11%*	*8%*	*12%*	*21%*	*19%*
		bc												
Hermes	**127**	25	18	83	73	55	120	7	99	8	36	91	14	49
	11%	*24%*	*28%*	*8%*	*10%*	*12%*	*11%*	*6%*	*11%*	*12%*	*16%*	*9%*	*38%*	*29%*
		c	c								b			
DPD	**127**	25	9	93	73	54	125	2	104	9	33	93	6	15
	11%	*24%*	*14%*	*9%*	*10%*	*11%*	*11%*	*2%*	*11%*	*14%*	*15%*	*10%*	*15%*	*9%*
		c					b				b			
FedEx	**127**	22	12	92	79	48	122	4	91	11	30	94	9	33
	11%	*21%*	*19%*	*9%*	*11%*	*10%*	*11%*	*4%*	*10%*	*17%*	*14%*	*10%*	*26%*	*20%*
		c	c				b							
Yodel	**124**	10	17	97	75	49	116	8	103	7	21	102	3	22
	10%	*10%*	*26%*	*9%*	*10%*	*10%*	*11%*	*7%*	*11%*	*10%*	*9%*	*10%*	*8%*	*13%*
			ac											
TNT Express	**96**	20	6	69	66	30	95	1	67	3	24	70	6	17
	8%	*20%*	*10%*	*7%*	*9%*	*6%*	*9%*	*1%*	*7%*	*4%*	*11%*	*7%*	*17%*	*10%*
		c					b				b			
UK Mail	**68**	11	9	46	40	28	66	2	50	*	9	57	3	20
	6%	*11%*	*15%*	*4%*	*5%*	*6%*	*6%*	*1%*	*5%*	*%*	*4%*	*6%*	*7%*	*12%*
		c	c											
Secured Mail (previously City Link Post)	**49**	7	1	41	27	23	41	8	42	2	12	37	2	5
	4%	*7%*	*2%*	*4%*	*4%*	*5%*	*4%*	*7%*	*5%*	*2%*	*5%*	*4%*	*7%*	*3%*
Interlink / Interlink Express / Direct	**41**	13	5	22	19	21	41	-	29	*	13	26	6	10
	3%	*13%*	*8%*	*2%*	*3%*	*4%*	*4%*	*-%*	*3%*	*1%*	*6%*	*3%*	*15%*	*6%*
		c	c								b			
APC	**23**	7	-	17	16	7	23	-	17	3	10	14	3	3
	2%	*7%*	*-%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*4%*	*4%*	*1%*	*8%*	*2%*
		bc									b		b	
Whistl (Previously known as TNT Post)	**18**	9	*	9	9	9	16	3	10	*	3	15	2	4
	2%	*9%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*%*	*1%*	*2%*	*5%*	*3%*
		bc												

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
DX	**14**	3	*	10	10	4	14	-	10	-	*	13	1	5
	1%	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*4%*	*3%*
Business Post	**11**	-	2	9	9	1	11	-	7	2	4	7	-	*
	1%	*-%*	*4%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*3%*	*2%*	*1%*	*-%*	**%*
			c							a				
Parcels to go	**10**	3	2	6	6	4	10	-	5	-	5	5	-	4
	1%	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*2%*
		c	c								b			
Collect Plus	**6**	1	-	5	1	5	4	1	6	*	2	4	-	2
	****%***	*1%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*
						a								
Tuffnels	**6**	1	-	4	3	3	5	*	4	-	1	4	-	-
	****%***	*1%*	*-%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*
Fastway Couriers	**4**	-	*	4	3	1	4	-	3	-	1	2	-	1
	****%***	*-%*	*1%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*1%*
Pitney Bowes	**2**	*	-	2	*	2	2	-	-	-	-	-	-	2
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
UK / British Mail	**2**	-	-	2	1	2	2	-	2	-	1	2	-	-
	****%***	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
Freight - Better / Night	**2**	2	-	-	2	-	2	-	2	-	-	2	-	2
	****%***	*2%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*
		c												
First Post	**1**	1	-	*	1	-	1	-	*	1	1	*	-	*
	****%***	*1%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*2%*	*1%*	**%*	*-%*	**%*
		c								a	b			
Lynx	**1**	-	-	1	1	-	1	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
AJG Parcels	**1**	-	-	1	*	1	1	-	1	-	1	*	-	-
	****%***	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
Interparcel	**1**	1	*	-	1	*	1	-	1	*	*	*	*	1
	****%***	*1%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*1%*	**%*
		c												
Priority Express	**1**	-	-	1	1	-	1	-	1	-	-	1	-	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**9**	-	-	9	3	6	9	-	9	-	2	7	-	-
	1%	-%	-%	*1%*	**%*	*1%*	*1%*	-%	*1%*	-%	*1%*	*1%*	-%	-%
Don't know	**2**	-	-	2	*	1	2	-	2	-	*	1	-	-
	****%***	-%	-%	**%*	**%*	**%*	**%*	-%	**%*	-%	**%*	**%*	-%	-%
Other answers	**120**	22	10	87	75	45	111	8	95	8	25	93	7	27
	10%	*22%* c	*15%*	*9%*	*10%*	*10%*	*10%*	*7%*	*10%*	*12%*	*12%*	*10%*	*19%*	*16%*

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

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Royal Mail	1027	139	6	84	148	119	47	93	211	96	106	122
	86%	79%	100%	85%	91%	84%	84%	96% ac	86%	80%	80%	84%
UPS	252	58	6	24	25	25	11	18	61	32	23	32
	21%	33%	100%	25%	16%	18%	19%	18%	25%	26%	18%	22%
Parcelforce	229	54	-	15	39	26	8	21	48	26	26	21
	19%	31%	-%	15%	24%	18%	15%	22%	19%	22%	19%	14%
DHL	229	45	2	17	37	23	12	8	47	25	32	29
	19%	25%	37%	17%	23%	16%	21% b	9%	19% b	20%	25%	20%
TNT	136	36	-	24	17	18	8	22	46	-	-	1
	11%	20%	-%	24% bc	10%	13%	14%	22%	19%	-%	-%	1%
Hermes	127	56	5	8	12	12	5	13	32	12	10	24
	11%	32%	74%	8%	7%	8%	9%	14%	13%	10%	8%	16% b
DPD	127	17	2	11	7	12	3	8	35	10	22	19
	11%	10%	37%	11% b	5%	8%	5%	8%	14%	8%	17% a	13%
FedEx	127	41	*	16	16	9	7	10	19	12	21	18
	11%	23%	3%	16% c	10%	6%	12%	10%	8%	10%	16%	12%
Yodel	124	22	-	6	10	13	10	9	20	13	18	25
	10%	12%	-%	6%	6%	9%	18% c	9%	8%	11%	13%	17%
TNT Express	96	19	2	*	3	2	*	3	*	30	37	20
	8%	11%	37%	*%	2%	1%	*%	3% c	*%	25% c	28% c	14%
UK Mail	68	22	-	10	2	9	3	12	6	4	12	10
	6%	12%	-%	10% b	1%	6% b	5%	12% c	2%	3%	9% a	7%
Secured Mail (previously City Link Post)	49	7	-	12	7	7	-	*	18	1	2	2
	4%	4%	-%	12% b	4%	5%	-%	*%	7% ab	1%	2%	2%
Interlink / Interlink Express / Direct	41	13	2	1	4	7	-	4	8	3	9	5
	3%	8%	37%	1%	2%	5%	-%	4%	3%	2%	7%	3%
APC	23	5	-	7	3	-	3	2	5	3	-	2
	2%	3%	-%	7% bc	2%	-%	4%	2%	2%	2%	-%	2%
Whistl (Previously known as TNT Post)	18	6	-	*	1	-	-	2	7	4	3	1
	2%	4%	-%	*%	*%	-%	-%	2%	3%	4%	2%	1%
DX	14	6	-	*	1	*	-	-	3	2	2	6
	1%	3%	-%	*%	*%	*%	-%	-%	1%	2%	1%	4%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 18 (continuation)

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Business Post	11	*	-	*	-	2	-	-	1	-	5	2
	1%	*%	-%	*%	-%	1%	-%	-%	1%	-%	4%	2%
											a	
Parcels to go	10	4	-	-	2	*	*	3	-	3	1	*
	1%	2%	-%	-%	1%	*%	1%	3%	-%	2%	1%	*%
								c				
Collect Plus	6	2	-	-	2	-	-	-	1	-	-	2
	*%	1%	-%	-%	1%	-%	-%	-%	*%	-%	-%	2%
Tuffnels	6	-	-	-	-	*	-	-	1	1	3	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	1%	2%	*%
Fastway Couriers	4	1	-	-	*	*	-	1	*	-	1	*
	*%	1%	-%	-%	*%	*%	-%	1%	*%	-%	1%	*%
Pitney Bowes	2	2	-	-	-	-	-	-	*	2	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	2%	-%	-%
UK / British Mail	2	-	-	-	-	-	-	-	2	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Freight - Better / Night	2	2	-	2	-	-	-	-	-	-	-	-
	*%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	1	*	-	-	-	-	-	-	-	-	1	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%
Lynx	1	-	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
AJG Parcels	1	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Interparcel	1	1	-	*	*	-	-	-	-	*	-	*
	*%	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%
Priority Express	1	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Legal Post	*	*	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV3. Thinking about mail services, which providers can you think of?
Base: All respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**9**	-	-	2	-	*	-	-	4	-	-	2
	1%	-%	-%	*2%*	-%	**%*	-%	-%	*2%*	-%	-%	*2%*
				b								
Don't know	**2**	-	-	-	-	-	-	-	*	1	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	**%*	*1%*	-%	-%
Other answers	**120**	28	2	11	10	15	5	9	22	12	15	20
	10%	*16%*	*37%*	*11%*	*6%*	*10%*	*9%*	*9%*	*9%*	*10%*	*12%*	*14%*

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

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Table 19

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Royal Mail	**1189**	72	122	132	70	85	188	182	92	84	55	60	48	1026
	99%	*100%*	*100%*	*98%*	*100%*	*98%*	*100%*	*100%*	*98%*	*100%*	*97%*	*98%*	*96%*	*99%*
			l				l							jl
TNT Express	**4**	-	-	-	-	1	-	3	-	-	-	-	-	4
	%	-%	-%	-%	-%	*1%*	-%	*1%*	-%	-%	-%	-%	-%	*%
UPS	**4**	-	-	-	1	-	2	-	*	-	-	-	-	4
	%	-%	-%	-%	*2%*	-%	*1%*	-%	*%	-%	-%	-%	-%	*%
UK Mail	**3**	-	-	-	-	1	-	-	-	2	-	-	*	3
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	*2%*	-%	-%	*1%*	*%
										m				
DX	**3**	-	*	-	*	1	-	*	-	-	-	-	1	2
	%	-%	*%	-%	*%	*2%*	-%	*%	-%	-%	-%	-%	*2%*	*%
						m							m	
Pitney Bowes	**3**	-	*	2	-	*	-	-	*	-	-	*	-	3
	%	-%	*%	*2%*	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
DHL	**3**	-	-	-	-	-	-	2	-	-	-	-	*	2
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*1%*	*%
Hermes	**3**	-	-	-	-	-	2	-	-	-	-	*	-	2
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*1%*	-%	*%
FedEx	**2**	-	-	-	-	-	2	-	-	-	-	*	-	2
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*%	-%	*%
Parcelforce	**1**	-	-	-	-	-	-	-	-	-	*	*	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	-%
											m	m	m	
Neo Post	**1**	-	-	-	-	-	-	-	-	-	1	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
											m			
TNT	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
Local Courier	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Yodel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**5**	*	-	-	-	1	-	-	1	-	1	-	1	3
	***%**	*%	-%	-%	-%	*1%*	-%	-%	*2%*	-%	*2%*	-%	*2%*	*%*
											m		m	
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
											m			
Other answers	**3**	-	-	-	1	-	-	-	-	-	-	1	1	1
	***%**	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	*1%*	*3%*	*%*
					m								**jm**	
NET: RM Only	**1167**	72	122	132	67	81	183	177	91	82	54	59	46	1007
	***97%**	*99%*	*100%*	*98%*	*96%*	*94%*	*97%*	*97%*	*98%*	*98%*	*96%*	*97%*	*92%*	*98%*
		l	**el**									l		**el**
NET: RM and other	**22**	*	*	-	2	4	5	5	*	2	1	1	2	19
	***2%**	*%*	*%*	-%	*4%*	*5%*	*3%*	*3%*	*%*	*2%*	*1%*	*1%*	*4%*	*2%*
						b								
NET: Provider other than RM only	**6**	-	*	2	*	*	-	*	*	-	*	1	1	3
	***1%**	-%	*%*	*2%*	*%*	*%*	-%	*%*	*%*	-%	*1%*	*2%*	*3%*	*%*
												m	m	

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

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Royal Mail	**1189**	119	102	16	88	305	59	458	1142	29	9	8	47	570	619
	99%	*100%*	*99%*	*100%*	*98%*	*99%*	*100%*	*99%*	*99%*	*97%*	*95%*	*100%*	*97%*	*99%*	*99%*
									ce						
TNT Express	**4**	-	1	-	-	3	-	-	4	-	-	-	-	1	3
	%	-%	*1%*	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%	-%	*%*	*%*
			g			g									
UPS	**4**	-	-	-	-	4	-	-	4	-	-	*	*	1	2
	%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	-%	*2%*	*%*	*%*	*%*
						g									
UK Mail	**3**	-	3	-	-	-	-	-	3	*	-	*	*	3	1
	%	-%	*3%*	-%	-%	-%	-%	-%	*%*	*1%*	-%	*3%*	*1%*	*%*	*%*
			aeg									a			
DX	**3**	-	-	-	-	-	*	3	2	*	*	*	1	3	*
	%	-%	-%	-%	-%	-%	*%*	*1%*	*%*	*1%*	*5%*	*3%*	*2%*	*%*	*%*
											ab	a	a		
Pitney Bowes	**3**	-	*	-	*	2	-	*	2	*	*	-	1	3	*
	%	-%	*%*	-%	*%*	*1%*	-%	*%*	*%*	*1%*	*3%*	-%	*1%*	*1%*	*%*
										a	a		a		
DHL	**3**	-	-	-	-	3	-	-	3	-	-	-	-	-	3
	%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%	-%	-%	*%*
						g									
Hermes	**3**	-	-	-	-	*	2	-	3	-	-	-	-	2	*
	%	-%	-%	-%	-%	*%*	*4%*	-%	*%*	-%	-%	-%	-%	*%*	*%*
							abeg								
FedEx	**2**	-	-	-	-	2	-	*	2	*	-	-	*	-	2
	%	-%	-%	-%	-%	*1%*	-%	*%*	*%*	*%*	-%	-%	*%*	-%	*%*
Parcelforce	**1**	-	-	-	*	1	-	-	1	-	-	-	-	*	1
	%	-%	-%	-%	*%*	*%*	-%	-%	*%*	-%	-%	-%	-%	*%*	*%*
Neo Post	**1**	-	-	-	1	-	-	-	*	-	*	-	*	*	*
	%	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	*1%*	-%	*%*	*%*	*%*
											a				
TNT	*	-	-	-	*	-	-	-	-	*	-	-	*	*	-
	%	-%	-%	-%	*%*	-%	-%	-%	-%	*1%*	-%	-%	*%*	*%*	-%
										a					
Local Courier	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	*%*	-%	*1%*	-%	-%	*%*	-%	*%*
										a					
Legal Post	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%*	-%	*%*	-%	*%*
											a				
Yodel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
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Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**5**	-	*	-	*	1	-	3	5	*	-	-	*	3	2
	***%**	-%	*%	-%	*%	*%	-%	*1%*	*%	*1%*	-%	-%	*%	*%	*%
Don't know	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Other answers	**3**	-	-	-	-	*	-	3	3	*	-	-	*	2	1
	***%**	-%	-%	-%	-%	*%	-%	*1%*	*%	*%	-%	-%	*%	*%	*%
NET: RM Only	**1167**	119	98	16	87	295	56	453	1122	29	8	8	45	558	609
	97%	*100%*	*95%*	*100%*	*98%*	*95%*	*96%*	*98%*	*97%*	*95%*	*90%*	*93%*	*94%*	*97%*	*98%*
		bef						e	**cde**						
NET: RM and other	**22**	-	4	-	*	10	2	5	20	1	*	1	2	12	10
	2%	-%	*4%*	-%	*%*	*3%*	*4%*	*1%*	*2%*	*3%*	*4%*	*7%*	*4%*	*2%*	*2%*
			ag			**ag**	a					a	a		
NET: Provider other than RM only	**6**	-	1	-	1	3	*	1	5	1	*	-	1	4	2
	1%	-%	*1%*	-%	*1%*	*1%*	*%*	*%*	*%*	*2%*	*5%*	-%	*2%*	*1%*	*%*
										a	a		a		

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

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Royal Mail	1189	576	57	59	5	953	235	337	617	235	709	212	142	59	34	16	3
	99%	*99%* c	*100%* c	*93%*	*100%*	*99%*	*98%*	*99%*	*99%*	*98%*	*100%* d	*100%*	*100%*	*98%*	*99%*	*99%*	*100%*
TNT Express	4	4	-	-	-	3	1	3	-	1	4	-	-	-	-	-	-
	*%	*1%*	*-%*	*-%*	*-%*	*%*	*1%*	*1%* b	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	4	2	1	-	-	2	1	-	2	1	3	-	-	-	1	-	-
	*%	*%*	*2%*	*-%*	*-%*	*%*	*1%*	*-%*	*%*	*1%*	*%*	*-%*	*-%*	*-%*	*4%* abc	*-%*	*-%*
UK Mail	3	1	-	*	*	1	2	-	1	2	1	*	-	1	*	*	-
	*%	*%*	*-%*	*1%*	*4%*	*%*	*1%* a	*-%*	*%*	*1%*	*%*	*%*	*-%*	*2%* a	*1%*	*1%*	*-%*
DX	3	*	-	-	*	1	2	-	1	2	-	-	-	1	1	1	-
	*%	*%*	*-%*	*-%*	*4%*	*%*	*1%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*	*2%* ab	*2%* ab	*7%* abc	*-%*
Pitney Bowes	3	-	-	3	-	3	*	-	3	*	2	*	*	*	*	-	-
	*%	*-%*	*-%*	*4%* a	*-%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*
DHL	3	2	*	-	-	2	*	2	-	*	2	-	-	-	*	-	-
	*%	*%*	*1%*	*-%*	*-%*	*%*	*%*	*1%* b	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Hermes	3	3	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-
	*%	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%* b	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	*%	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcelforce	1	-	*	-	-	1	*	1	-	*	1	-	-	-	*	-	-
	*%	*-%*	*1%* a	*-%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Neo Post	1	-	-	-	-	1	-	-	1	-	-	-	*	*	-	-	-
	*%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*1%* a	*-%*	*-%*	*-%*
TNT	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	*%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	*%	*-%*	*-%*	*-%*	*3%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
Legal Post	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	*%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	5	3	-	1	-	3	2	1	2	2	-	-	-	-	-	-	-
	*%	*%	-%	2%	-%	*%	1%	*%	*%	1%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	3	3	*	*	-	1	2	-	1	2	-	2	*	1	-	-	-
	*%	*%	1%	*%	-%	*%	1%	-%	*%	1%	-%	1%	*%	2%	-%	-%	-%
							a					a		a			
NET: RM Only	1167	562	55	59	5	939	228	329	610	228	695	210	141	56	31	15	3
	97%	97%	96%	93%	88%	98%	95%	97%	98%	95%	98%	99%	99%	93%	92%	92%	100%
						b			c		def	def	def				
NET: RM and other	22	14	2	*	1	14	8	8	6	8	13	2	1	3	2	1	-
	2%	2%	4%	*%	12%	1%	3%	2%	1%	3%	2%	1%	*%	5%	7%	7%	-%
										b				bc	abc	abc	
NET: Provider other than RM only	6	1	-	3	-	4	2	1	3	2	3	1	*	2	*	*	-
	1%	*%	-%	5%	-%	*%	1%	*%	*%	1%	*%	*%	*%	2%	1%	1%	-%
				a										a			

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

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Royal Mail	1189	487	62	38	24	24	1089	100	1043	146	903	286	-
	99%	*99%* c	*99%*	*95%*	*99%*	*99%*	*100%* b	*93%*	*100%* b	*95%*	*100%*	*100%*	*-%*
TNT Express	4	1	-	-	-	-	4	-	3	1	-	4	-
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	*1%*	-%	*1%* a	-%
UPS	4	2	-	-	1	-	4	*	2	1	-	4	-
	%	*%*	-%	-%	*5%*	-%	*%*	*%*	*%*	*1%*	-%	*1%* a	-%
UK Mail	3	3	-	*	*	-	3	*	3	*	-	3	*
	%	*1%*	-%	*1%*	*1%*	-%	*%*	*%*	*%*	*%*	-%	*1%* a	*6%*
DX	3	1	*	-	*	-	2	1	2	1	-	3	*
	%	*%*	*%*	-%	*1%*	-%	*%*	*1%* a	*%*	*%*	-%	*1%* a	*3%*
Pitney Bowes	3	-	*	-	*	*	-	3	-	3	-	-	3
	%	-%	*%*	-%	*1%*	*1%*	-%	*3%* a	-%	*2%* a	-%	-%	*40%*
DHL	3	-	-	*	-	-	3	-	3	-	-	3	-
	%	-%	-%	*1%* a	-%	-%	*%*	-%	*%*	-%	-%	*1%* a	-%
Hermes	3	*	-	-	-	-	2	*	2	*	-	2	*
	%	*%*	-%	-%	-%	-%	*%*	*%*	*%*	*%*	-%	*1%* a	*6%*
FedEx	2	2	-	-	-	-	2	-	2	-	-	2	-
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	*1%* a	-%
Parcelforce	1	*	-	*	-	-	1	*	1	*	-	1	*
	%	*%*	-%	*1%*	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	*6%*
Neo Post	1	*	-	-	-	-	*	*	*	*	-	*	*
	%	*%*	-%	-%	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	*6%*
TNT	*	*	-	-	-	-	*	-	*	-	-	*	-
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	*%*	-%
Local Courier	*	*	-	-	-	-	*	-	-	*	-	*	-
	%	*%*	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	*%*	-%
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	*%*	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	5	3	*	1	-	-	3	2	3	2	3	-	2
	*%	1%	1%	4% a	-%	-%	*%	2% a	*%	1%	*%	-%	22%
Don't know	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Other answers	3	1	-	-	1	-	*	3	1	2	-	2	1
	*%	*%	-%	-%	5%	-%	*%	3% a	*%	1% a	-%	1% a	11%
NET: RM Only	1167	478	62	37	21	24	1071	96	1026	141	903	264	-
	97%	97%	99%	94%	87%	99%	98% b	90%	98% b	92%	100% b	92%	-%
NET: RM and other	22	9	-	*	3	-	18	4	17	5	-	22	-
	2%	2%	-%	1%	12%	-%	2%	3%	2%	3%	-%	8% a	-%
NET: Provider other than RM only	6	1	*	*	*	*	*	6	*	6	-	*	6
	1%	*%	1%	1%	1%	1%	*%	6% a	*%	4% a	-%	*%	78%

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

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Royal Mail	**1189**	636	216	323	1076	665	1110	516	360	263	785	342	6	283	414	1122	100
	99%	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*99%*	*100%*	*99%*	*100%*	*99%*	*99%*	*99%*	*99%*
TNT Express	**4**	3	1	-	4	1	4	1	1	1	1	1	-	-	-	4	-
	%	*%*	*1%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	*%*	-%
UPS	**4**	-	3	1	1	1	1	4	2	1	4	4	-	-	2	1	1
	%	-%	*1%*	*%*	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*1%*	-%	-%	*1%*	*%*	*1%*
			a					**ac**									b
UK Mail	**3**	1	1	1	3	3	3	2	2	3	2	3	*	-	3	3	1
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*4%*	-%	*1%*	*%*	*1%*
DX	**3**	*	*	2	3	3	3	1	*	-	3	-	-	1	1	3	1
	%	*%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	*%*	*%*	*1%*
Pitney Bowes	**3**	*	3	*	3	3	3	*	*	*	*	*	-	*	1	3	*
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*
			a														
DHL	**3**	2	-	*	3	3	3	*	*	*	*	*	-	-	*	3	-
	%	*%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	*%*	-%
Hermes	**3**	3	-	-	2	-	2	-	-	-	-	*	-	-	-	2	-
	%	*%*	-%	-%	*%*	-%	*%*	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	-%
FedEx	**2**	*	2	-	*	*	*	2	2	-	2	2	-	-	2	*	-
	%	*%*	*1%*	-%	*%*	*%*	*%*	*%*	*1%*	-%	*%*	*1%*	-%	-%	*1%*	*%*	-%
			a					**ac**	**abc**						b		
Parcelforce	**1**	1	-	*	1	*	1	*	*	*	1	1	-	-	*	1	-
	%	*%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	*%*	-%
Neo Post	**1**	*	*	-	1	1	1	-	*	-	1	-	-	*	-	1	-
	%	*%*	*%*	-%	*%*	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*	-%
TNT	*	*	-	-	*	*	*	-	-	-	-	-	-	*	*	-	-
	%	*%*	-%	-%	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	-%
Local Courier	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	%	*%*	-%	-%	*%*	-%	*%*	-%	-%	-%	*%*	-%	-%	*%*	-%	*%*	-%
Legal Post	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	-%	-%	*%*	-%
Yodel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**5**	4	-	1	-	-	-	4	-	2	-	3	-	2	2	4	*
	***%**	*1%*	-%	*%*	-%	-%	-%	*1%*	-%	*1%*	-%	*1%*	-%	*1%*	*1%*	*%*	*%*
								abcg		**abcg**							
Don't know	*	*	-	-	-	-	-	*	-	*	-	*	-	-	-	*	-
	***%**	*%*	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%	-%	-%	*%*	-%
Other answers	**3**	*	*	2	3	1	3	2	*	1	3	2	-	*	2	3	-
	***%**	*%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	-%	*%*	*%*	*%*	-%
NET: RM Only	**1167**	627	210	316	1056	653	1090	505	354	256	772	331	5	282	405	1103	97
	97%	*98%*	*96%*	*97%*	*98%*	*97%*	*98%*	*97%*	*98%*	*96%*	*98%*	*96%*	*96%*	*99%* a	*97%*	*97%*	*96%*
NET: RM and other	**22**	9	6	7	20	13	20	10	6	7	12	11	*	1	8	19	3
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%* c	*4%*	*1%*	*2%*	*2%*	*3%*
NET: Provider other than RM only	**6**	2	3	1	6	5	6	1	1	1	3	1	-	1	1	5	1
	1%	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	*%*	*%*	*1%*

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

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Royal Mail	1189	881	738	62	17	1090	1154	977	1163	923	1159	6	699	1138	163	161	904	117
	99%	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*98%*	*98%*	*99%*	*100%*
TNT Express	4	1	4	-	-	4	4	4	4	4	4	-	1	4	-	-	4	-
	*%	*%	*1%*	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
UPS	4	1	*	-	-	4	4	4	4	4	4	-	4	4	2	1	3	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*1%*	*%	*1%* b	*1%*	*%	-%
UK Mail	3	3	3	*	-	3	3	3	3	3	3	-	2	3	1	2	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%*	*1%* b	*%	-%
DX	3	3	2	-	-	3	3	3	3	3	3	-	2	3	1	-	3	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%*	-%	*%	*%
Pitney Bowes	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
DHL	3	-	3	-	-	3	3	3	3	3	3	-	2	3	*	*	2	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Hermes	3	2	-	-	-	2	3	*	3	*	2	-	-	3	-	-	3	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
FedEx	2	*	*	-	-	2	2	2	2	2	2	-	2	2	2	-	2	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%* b	-%	*%	-%
Parcelforce	1	*	*	-	-	1	1	*	1	1	1	-	*	1	*	*	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Neo Post	1	*	*	-	-	*	1	1	1	1	1	-	1	1	-	*	-	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%
TNT	*	-	-	-	-	*	*	*	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Local Courier	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**5**	2	*	-	-	3	5	4	5	5	5	-	4	5	3	2	3	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	1%	*%	-%	1%	*%	2% b	1%	*%	-%
Don't know	*	-	-	-	-	*	*	-	*	*	*	-	-	*	-	-	*	-
	***%**	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Other answers	**3**	2	2	-	-	2	3	3	3	3	3	-	2	3	*	*	3	*
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
NET: RM Only	**1167**	868	724	61	17	1068	1133	958	1141	904	1138	6	686	1117	158	158	887	117
	***97%**	98%	98%	100%	100%	98%	97%	97%	97%	97%	97%	100%	97%	97%	95%	96%	97%	99%
NET: RM and other	**22**	13	15	*	-	22	21	19	21	19	22	-	14	21	5	3	18	1
	***2%**	1%	2%	*%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	2%	2%	*%
NET: Provider other than RM only	**6**	*	-	-	-	*	6	6	6	5	6	-	2	6	1	1	5	*
	***1%**	*%	-%	-%	-%	*%	1%	1%	1%	1%	*%	-%	*%	1%	1%	1%	1%	*%

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

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Royal Mail	**1189**	100	64	1020	723	466	1078	111	936	68	218	971	34	161
	99%	*96%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*97%*
				a										
TNT Express	**4**	-	-	4	4	-	-	4	4	-	-	4	-	-
	***%**	-%	-%	*%	*1%*	-%	-%	*4%*	*%	-%	-%	*%	-%	-%
								a						
UPS	**4**	-	-	4	-	4	4	-	4	-	1	3	-	4
	***%**	-%	-%	*%	-%	*1%*	*%	-%	*%	-%	*1%*	*%	-%	*2%*
						a								
UK Mail	**3**	*	*	3	2	2	3	-	2	-	2	*	*	3
	***%**	*%	*1%*	*%	*%	*%	*%	-%	*%	-%	*1%*	*%	*1%*	*2%*
											b			
DX	**3**	*	-	2	2	1	3	-	1	-	*	3	1	2
	***%**	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*2%*	*1%*
Pitney Bowes	**3**	*	-	3	1	2	3	-	-	-	-	-	*	3
	***%**	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*1%*	*2%*
DHL	**3**	2	-	*	3	-	3	-	2	-	*	2	*	2
	***%**	*2%*	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*1%*	*1%*
		c												
Hermes	**3**	*	-	2	*	2	3	-	2	-	-	2	-	3
	***%**	*%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*2%*
FedEx	**2**	-	-	2	*	2	2	-	2	-	-	2	-	2
	***%**	-%	-%	*%	*%	*1%*	*%	-%	*%	-%	-%	*%	-%	*1%*
Parcelforce	**1**	-	-	1	1	*	1	*	*	-	*	*	*	1
	***%**	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%*	*1%*
Neo Post	**1**	-	-	1	1	-	1	-	*	-	-	*	-	*
	***%**	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%
TNT	*	-	-	*	-	*	*	-	-	-	-	*	-	*
	***%**	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	***%**	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	***%**	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%
Yodel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**5**	3	*	2	1	4	4	*	1	-	-	3	2	*
	***%**	*3%*	*1%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*5%*	**%*
		c											b	
Don't know	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	***%**	-%	-%	**%*	-%	**%*	**%*	-%	**%*	-%	-%	**%*	-%	-%
Other answers	**3**	1	-	2	3	*	3	-	2	-	-	2	*	3
	***%**	*1%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*2%*
NET: RM Only	**1167**	96	64	1002	711	456	1060	107	918	68	214	953	33	144
	97%	*93%*	*99%*	*98%*	*98%*	*97%*	*97%*	*96%*	*98%*	*100%*	*98%*	*98%*	*90%*	*87%*
				a										
NET: RM and other	**22**	4	-	18	13	9	18	4	18	-	4	18	1	17
	2%	*4%*	*-%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*-%*	*2%*	*2%*	*3%*	*10%*
NET: Provider other than RM only	**6**	1	*	4	3	3	6	-	*	-	*	-	1	5
	1%	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	*3%*	*3%*

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

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Royal Mail	**1189**	168	6	100	160	140	55	97	246	117	131	142
	99%	*96%*	*100%*	*100%*	*99%*	*99%*	*97%*	*100%*	*100%*	*97%*	*99%*	*98%*
									a			
TNT Express	**4**	-	-	-	-	-	-	-	3	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	-%	-%
UPS	**4**	4	-	-	4	-	-	-	-	-	-	-
	***%**	*2%*	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	-%
UK Mail	**3**	3	-	-	*	-	1	1	*	-	-	-
	***%**	*2%*	-%	-%	*%*	-%	*2%*	*1%*	*%*	-%	-%	-%
							c					
DX	**3**	2	-	-	1	2	-	-	*	*	-	*
	***%**	*1%*	-%	-%	*%*	*1%*	-%	-%	*%*	*%*	-%	*%*
Pitney Bowes	**3**	3	-	*	*	-	*	-	*	2	-	-
	***%**	*2%*	-%	*%*	*%*	-%	*%*	-%	*%*	*2%*	-%	-%
DHL	**3**	3	-	-	*	2	-	-	-	-	-	-
	***%**	*2%*	-%	-%	*%*	*2%*	-%	-%	-%	-%	-%	-%
Hermes	**3**	3	-	-	-	-	-	-	-	2	-	*
	***%**	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	*%*
FedEx	**2**	2	-	-	2	-	-	-	*	-	-	-
	***%**	*1%*	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
Parcelforce	**1**	1	-	-	1	-	-	-	-	-	*	-
	***%**	*1%*	-%	-%	*1%*	-%	-%	-%	-%	-%	*%*	-%
Neo Post	**1**	*	-	-	-	*	-	-	-	*	-	-
	***%**	*%*	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	-%
TNT	*	*	-	-	-	-	-	-	*	-	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Local Courier	*	*	-	*	-	-	-	-	-	-	-	-
	***%**	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	*	*	-	-	-	-	-	-	-	-	-	*
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*
Yodel	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 19 (continuation)

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
DHS	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	5	2	-	-	1	*	*	-	*	*	*	1
	*%	1%	-%	-%	1%	*%	1%	-%	*%	*%	*%	1%
Don't know	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	3	3	-	*	1	-	1	-	-	-	-	1
	*%	2%	-%	*%	*%	-%	2%	-%	-%	-%	-%	1%
NET: RM Only	1167	151	6	99	154	136	54	96	243	114	131	141
	97%	86%	100%	99%	95%	96%	95%	99%	98%	94%	99% a	97%
NET: RM and other	22	17	-	1	6	4	1	1	3	4	-	2
	2%	9%	-%	1%	4%	3%	2%	1%	1%	3%	-%	1%
NET: Provider other than RM only	6	6	-	*	1	*	1	-	*	3	*	*
	1%	3%	-%	*%	1%	*%	2% c	-%	*%	2%	*%	*%

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

Ofcom; Business Postal Tracker
Table 20

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1200	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	1200	72	123	134	70	86	188	182	93	84	57	61	50	1032
Royal Mail	**505**	27	45	73	19	37	76	81	34	38	30	28	19	428
	42%	*37%*	*36%*	*54%*	*28%*	*43%*	*40%*	*44%*	*36%*	*45%*	*52%*	*46%*	*38%*	*41%*
				bdhl				d		d	**bdhlm**	d		d
Parcelforce	**49**	5	3	3	5	1	5	5	10	3	4	3	2	40
	4%	*7%*	*2%*	*2%*	*7%*	*2%*	*3%*	*3%*	*10%*	*3%*	*8%*	*5%*	*3%*	*4%*
									beflm		**em**			
Hermes	**43**	2	7	8	2	3	5	8	5	1	1	1	-	40
	4%	*3%*	*5%*	*6%*	*4%*	*3%*	*3%*	*4%*	*5%*	*1%*	*2%*	*1%*	*-%*	*4%*
			l	l	l	l	l	l	l					l
DHL	**36**	2	3	5	1	2	12	5	*	4	1	*	*	34
	3%	*2%*	*3%*	*4%*	*2%*	*2%*	*7%*	*3%*	**%*	*5%*	*2%*	**%*	*1%*	*3%*
				k			**hjkl**			k				k
UPS	**28**	2	2	3	2	*	7	2	2	3	2	2	1	23
	2%	*2%*	*2%*	*2%*	*4%*	**%*	*4%*	*1%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*
Interlink / Interlink Express / Direct	**27**	3	3	-	-	-	10	5	3	2	*	-	*	26
	2%	*4%*	*3%*	*-%*	*-%*	*-%*	*5%*	*3%*	*3%*	*2%*	*1%*	*-%*	*1%*	*3%*
		ek	k				**ejkl**	k	k					k
FedEx	**25**	3	*	7	2	2	*	2	3	4	1	1	*	23
	2%	*4%*	**%*	*5%*	*2%*	*2%*	**%*	*1%*	*3%*	*5%*	*2%*	*1%*	**%*	*2%*
		bfl		**bfl**						**bfl**				
TNT Express	**24**	3	3	-	1	4	5	2	3	1	*	*	-	23
	2%	*4%*	*3%*	*-%*	*2%*	*4%*	*3%*	*1%*	*3%*	*2%*	*1%*	**%*	*-%*	*2%*
		kl	l			**kl**	l		**kl**					
APC	**20**	*	5	*	-	1	3	7	2	1	-	*	-	20
	2%	**%*	*4%*	**%*	*-%*	*1%*	*1%*	*4%*	*2%*	*2%*	*-%*	*1%*	*-%*	*2%*
			jl					**jl**						
TNT	**17**	2	*	-	2	1	3	5	1	1	-	1	1	15
	1%	*3%*	**%*	*-%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*
		j						j						
DPD	**13**	-	-	-	*	-	*	3	5	4	1	-	1	12
	1%	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	*5%*	*5%*	*2%*	*-%*	*2%*	*1%*
									befkm	**befkm**				
UK Mail	**12**	-	5	-	-	1	3	*	2	1	-	-	-	12
	1%	*-%*	*4%*	*-%*	*-%*	*1%*	*1%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*	*1%*
			jklm											
Yodel	**11**	1	-	-	1	*	2	2	*	1	1	*	*	9
	1%	*2%*	*-%*	*-%*	*2%*	**%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	**%*	*1%*
Parcels to go	**10**	-	-	3	-	1	2	-	-	2	-	1	-	9
	1%	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*1%*
										jl				
DX	**9**	*	2	2	1	1	-	*	-	*	-	*	1	8
	1%	**%*	*2%*	*2%*	*2%*	*2%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*2%*	*1%*
Interparcel	**4**	-	*	-	-	-	2	-	2	-	-	-	-	4
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

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Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Fastway Couriers	**2**	-	-	-	-	-	-	-	-	-	-	-	2	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%
													bfjkm	
Whistl (Previously known as TNT Post)	**2**	-	2	-	-	*	-	-	-	-	-	-	-	2
	***%**	-%	*1%*	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	*%
Local Courier	**2**	*	-	-	-	1	-	-	-	-	-	*	-	1
	***%**	*%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	*1%*	-%	*%
						m								
Collect Plus	**1**	-	-	-	-	-	-	-	-	1	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%
										m				
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**191**	21	20	14	10	14	26	31	17	11	7	11	8	165
	16%	*29%*	*16%*	*11%*	*15%*	*17%*	*14%*	*17%*	*18%*	*14%*	*13%*	*18%*	*16%*	*16%*
		bcdfijl m												
Don't know	**329**	11	32	34	28	21	60	45	24	25	15	16	18	280
	27%	*15%*	*26%*	*25%*	*41%*	*25%*	*32%*	*25%*	*26%*	*30%*	*27%*	*26%*	*36%*	*27%*
					abegjkm		a			a			**akm**	a
Other answers	**37**	2	7	8	1	4	3	5	3	-	1	2	1	33
	3%	*3%*	*6%*	*6%*	*2%*	*4%*	*2%*	*3%*	*4%*	*-%*	*1%*	*3%*	*3%*	*3%*
			ij	**ij**										
NET: RM Only	**390**	22	34	55	15	30	58	63	23	24	26	24	16	324
	33%	*30%*	*28%*	*41%*	*22%*	*34%*	*31%*	*35%*	*24%*	*29%*	*46%*	*39%*	*33%*	*31%*
				dh							**abdfhilm**	**dh**		
NET: RM and other	**114**	5	11	17	4	7	17	18	11	13	3	4	3	104
	10%	*7%*	*9%*	*13%*	*6%*	*8%*	*9%*	*10%*	*12%*	*16%*	*6%*	*7%*	*5%*	*10%*
										jkl				
NET: Provider other than RM only	**175**	14	26	14	12	14	26	25	19	10	5	6	5	159
	15%	*19%*	*21%*	*10%*	*17%*	*16%*	*14%*	*14%*	*20%*	*12%*	*9%*	*10%*	*9%*	*15%*
		j	**jkl**						**jkl**					j

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

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Royal Mail	**505**	49	39	5	39	144	21	189	483	12	4	5	21	242	263
	42%	*41%*	*37%*	*33%*	*44%*	*47%*	*35%*	*41%*	*42%*	*41%*	*45%*	*59%*	*45%*	*42%*	*42%*
												ab			
Parcelforce	**49**	1	1	1	*	23	1	19	47	1	*	1	2	24	25
	4%	*1%*	*1%*	*5%*	**%*	*7%*	*2%*	*4%*	*4%*	*4%*	*2%*	*9%*	*4%*	*4%*	*4%*
						abdg									
Hermes	**43**	1	-	4	1	21	-	15	42	1	-	*	1	28	14
	4%	*1%*	*-%*	*27%*	*1%*	*7%*	*-%*	*3%*	*4%*	*3%*	*-%*	*3%*	*2%*	*5%*	*2%*
						abdfg								b	
DHL	**36**	1	7	-	1	6	-	20	34	1	1	1	2	17	19
	3%	*1%*	*7%*	*-%*	*2%*	*2%*	*-%*	*4%*	*3%*	*3%*	*6%*	*10%*	*5%*	*3%*	*3%*
			aef									**ab**			
UPS	**28**	-	9	-	*	15	-	4	27	1	*	1	2	12	17
	2%	*-%*	*9%*	*-%*	**%*	*5%*	*-%*	*1%*	*2%*	*2%*	*4%*	*8%*	*3%*	*2%*	*3%*
			adfg			**ag**						**ab**			
Interlink / Interlink Express / Direct	**27**	-	8	-	-	13	-	6	26	*	*	-	1	12	15
	2%	*-%*	*8%*	*-%*	*-%*	*4%*	*-%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*
			adfg			**adg**									
FedEx	**25**	*	5	-	-	14	2	3	23	1	*	1	2	18	8
	2%	**%*	*5%*	*-%*	*-%*	*5%*	*4%*	*1%*	*2%*	*2%*	*5%*	*10%*	*4%*	*3%*	*1%*
			adg			**adg**	**adg**					**ab**		b	
TNT Express	**24**	-	2	-	-	14	-	6	23	*	-	*	*	14	10
	2%	*-%*	*1%*	*-%*	*-%*	*4%*	*-%*	*1%*	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	*2%*
						adg									
APC	**20**	2	4	-	-	6	-	7	19	1	*	*	1	9	11
	2%	*1%*	*3%*	*-%*	*-%*	*2%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
TNT	**17**	1	2	-	3	5	1	3	14	2	1	*	3	8	8
	1%	*1%*	*2%*	*-%*	*3%*	*1%*	*2%*	*1%*	*1%*	*5%*	*7%*	*4%*	*5%*	*1%*	*1%*
					g					a	a		a		
DPD	**13**	1	5	-	*	3	-	4	12	1	*	-	1	6	7
	1%	*1%*	*4%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*	*4%*	*3%*	*-%*	*3%*	*1%*	*1%*
			eg							a			a		
UK Mail	**12**	-	3	-	-	8	-	1	11	1	-	-	1	6	6
	1%	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	**%*	*1%*	*3%*	*-%*	*-%*	*2%*	*1%*	*1%*
			g			g				a					
Yodel	**11**	*	*	-	*	6	-	4	10	1	-	-	1	3	8
	1%	**%*	**%*	*-%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*
Parcels to go	**10**	*	2	-	-	5	3	-	10	-	-	-	-	6	3
	1%	**%*	*2%*	*-%*	*-%*	*2%*	*5%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*
			g			g	**dg**								
DX	**9**	-	1	-	-	5	1	2	8	*	*	*	1	4	5
	1%	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	**%*	*1%*	*1%*	*5%*	*5%*	*3%*	*1%*	*1%*
											a	a	a		

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
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Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Interparcel	**4**	-	2	-	-	*	-	2	4	*	-	-	*	-	4
	***%**	-%	*2%*	-%	-%	*%*	-%	*1%*	*%*	*1%*	-%	-%	*%*	-%	*1%*
Fastway Couriers	**2**	-	1	*	-	*	-	*	2	*	-	-	*	1	1
	***%**	-%	*1%*	*3%*	-%	*%*	-%	*%*	*%*	*%*	-%	-%	*%*	*%*	*%*
Whistl (Previously known as TNT Post)	**2**	-	*	-	-	-	-	2	2	-	*	-	*	2	*
	***%**	-%	*%*	-%	-%	-%	-%	*%*	*%*	-%	*2%* a	-%	*%*	*%*	*%*
Local Courier	**2**	-	-	-	*	1	-	*	2	*	-	-	*	-	2
	***%**	-%	-%	-%	*%*	*%*	-%	*%*	*%*	*1%*	-%	-%	*%*	-%	*%*
Collect Plus	**1**	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%	*%*
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	*%*
Legal Post	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%* a	-%	*%*	-%	*%*
Pitney Bowes	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%* a	-%	*%*	-%	*%*
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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Issue date: 18/01/16

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Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**191**	21	14	2	16	30	17	88	185	4	*	1	6	96	95
	16%	*17%*	*13%*	*11%*	*18%*	*10%*	*29%*	*19%*	*16%*	*15%*	*5%*	*15%*	*13%*	*17%*	*15%*
		e			e		**be**	e	c	c					
Don't know	**329**	39	17	6	28	72	16	140	319	7	2	1	11	145	184
	27%	*33%*	*17%*	*39%*	*32%*	*23%*	*27%*	*30%*	*28%*	*23%*	*24%*	*16%*	*22%*	*25%*	*30%*
		be			b			**be**							
Other answers	**37**	4	6	*	3	9	3	8	35	1	1	*	2	25	12
	3%	*3%*	*6%*	*1%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*	*6%*	*2%*	*4%*	*4%*	*2%*
			g											b	
NET: RM Only	**390**	46	26	2	35	100	16	150	375	9	4	3	16	184	207
	33%	*39%*	*25%*	*14%*	*39%*	*32%*	*28%*	*33%*	*33%*	*31%*	*38%*	*32%*	*33%*	*32%*	*33%*
		b			b										
NET: RM and other	**114**	3	12	3	4	44	4	39	108	3	1	2	6	58	56
	10%	*2%*	*12%*	*19%*	*5%*	*14%*	*7%*	*8%*	*9%*	*9%*	*6%*	*27%*	*12%*	*10%*	*9%*
			a			**adg**		a				**abce**			
NET: Provider other than RM only	**175**	10	34	3	6	63	5	44	165	6	3	1	10	94	81
	15%	*8%*	*33%*	*17%*	*6%*	*20%*	*9%*	*10%*	*14%*	*21%*	*27%*	*10%*	*21%*	*16%*	*13%*
			adefg			**adfg**				a	**ad**		a		

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

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Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Royal Mail	505	244	29	21	3	380	125	88	292	125	266	98	77	23	15	10	3
	42%	42%	51% c	33%	51%	40%	52% a	26%	47% a	52% a	37%	46% a	54% ad	38%	43%	62% ad	100%
Parcelforce	49	28	4	2	*	31	18	8	23	18	24	14	4	-	2	1	-
	4%	5%	7%	4%	4%	3%	8% a	2%	4%	8% ab	3%	6% d	2%	-%	6% d	7% d	-%
Hermes	43	23	3	*	*	29	14	5	23	14	31	4	3	2	-	*	-
	4%	4%	6% c	*%	4%	3%	6% a	2%	4%	6% a	4%	2%	2%	3%	-%	1%	-%
DHL	36	14	2	14	1	24	12	2	23	12	17	8	4	5	*	1	-
	3%	2%	4%	22% ab	10%	3%	5% a	*%	4% a	5% a	2%	4%	3%	9% ac	1%	4%	-%
UPS	28	14	2	6	1	7	21	-	7	21	12	6	5	4	*	1	-
	2%	2%	4%	9% a	10%	1%	9% a	-%	1%	9% ab	2%	3%	3%	7% a	1%	5%	-%
Interlink / Interlink Express / Direct	27	8	7	-	*	7	20	-	7	20	15	6	-	*	2	*	-
	2%	1%	13% ac	-%	3%	1%	8% a	-%	1%	8% ab	2%	3% c	-%	1%	7% acd	1%	-%
FedEx	25	14	*	4	*	8	17	-	8	17	13	3	5	2	*	1	-
	2%	2%	1%	7% a	7%	1%	7% a	-%	1% a	7% ab	2%	1%	3%	3%	1%	5%	-%
TNT Express	24	7	2	*	-	6	18	-	6	18	15	2	4	*	-	-	2
	2%	1%	4%	*%	-%	1%	7% a	-%	1%	7% ab	2%	1%	3%	*%	-%	-%	84%
APC	20	5	-	*	-	9	11	3	5	11	11	3	2	2	-	-	-
	2%	1%	-%	1%	-%	1%	5% a	1%	1%	5% ab	2%	1%	1%	3%	-%	-%	-%
TNT	17	8	*	2	1	6	11	1	5	11	12	1	2	*	1	*	-
	1%	1%	*%	2%	18%	1%	5% a	*%	1%	5% ab	2%	*%	1%	*%	3%	2%	-%
DPD	13	6	1	2	*	9	4	1	8	4	8	3	-	*	*	*	-
	1%	1%	1%	3%	3%	1%	2%	*%	1%	2%	1%	1%	-%	*%	1%	1%	-%
UK Mail	12	4	-	*	-	5	7	-	5	7	6	-	2	1	-	*	-
	1%	1%	-%	1%	-%	1%	3% a	-%	1%	3% ab	1%	-%	1%	2% b	-%	1%	-%
Yodel	11	8	1	-	-	6	5	-	6	5	5	3	-	2	*	-	-
	1%	1%	1%	-%	-%	1%	2% a	-%	1%	2% a	1%	1%	-%	3% c	*%	-%	-%
Parcels to go	10	5	1	-	-	5	5	-	5	5	3	3	1	-	-	-	-
	1%	1%	2%	-%	-%	1%	2% a	-%	1%	2% a	*%	1%	1%	-%	-%	-%	-%
DX	9	3	2	-	*	4	5	-	4	5	2	-	3	1	2	1	-
	1%	*%	4% a	-%	4%	*%	2% a	-%	1%	2% a	*%	-%	2% ab	2% ab	6% ab	8% ab	-%

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

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Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Interparcel	4	2	-	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	*%	*%	-%	4% a	-%	-%	2% a	-%	-%	2% ab	1%	-%	-%	-%	-%	-%	-%
Fastway Couriers	2	1	-	1	-	1	1	*	*	1	1	*	*	*	-	-	-
	*%	*%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	-%
Whistl (Previously known as TNT Post)	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
	*%	-%	3% a	-%	3%	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%
Local Courier	2	*	1	-	*	-	2	-	-	2	-	-	*	1	-	-	-
	*%	*%	2% a	-%	3%	-%	1% a	-%	-%	1% b	-%	-%	*%	2% ab	-%	-%	-%
Collect Plus	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	1% a	-%	-%	1%	-%	-%	-%	2% ab	-%	-%	-%
Priority Express	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Legal Post	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	191	97	3	8	*	183	8	85	99	8	132	26	20	9	5	1	-
	16%	17%	5%	12%	2%	19%	3%	25%	16%	3%	19%	12%	14%	15%	13%	4%	-%
		b				b		bc	c		bf						
Don't know	329	152	11	21	1	300	30	151	148	30	215	56	25	19	10	4	-
	27%	26%	20%	33%	15%	31%	12%	45%	24%	12%	30%	27%	18%	32%	29%	22%	-%
						b		bc	c		c			c			
Other answers	37	28	3	1	-	26	11	2	24	11	17	10	5	1	1	*	-
	3%	5%	5%	1%	-%	3%	4%	1%	4%	4%	2%	5%	3%	2%	2%	1%	-%
									a	a							
NET: RM Only	390	188	20	13	2	322	68	83	240	68	204	77	68	16	11	8	*
	33%	32%	35%	21%	34%	34%	28%	24%	39%	28%	29%	36%	48%	27%	31%	50%	16%
		c							ac			a	abde			ad	
NET: RM and other	114	56	9	8	1	57	57	5	52	57	62	21	9	7	4	2	2
	10%	10%	16%	12%	17%	6%	24%	1%	8%	24%	9%	10%	7%	11%	12%	12%	84%
							a		a	ab							
NET: Provider other than RM only	175	87	14	14	2	97	77	15	82	77	99	32	20	9	5	2	-
	15%	15%	25%	22%	32%	10%	32%	4%	13%	32%	14%	15%	14%	15%	15%	12%	-%
			a				a		a	ab							

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Royal Mail	**505**	374	38	23	12	17	485	19	465	40	390	114	-
	42%	*76%*	*60%*	*57%*	*50%*	*71%*	*44%*	*18%*	*44%*	*26%*	*43%*	*40%*	*-%*
		bc					b		b				
Parcelforce	**49**	33	4	3	2	6	42	7	35	14	-	47	1
	4%	*7%*	*7%*	*7%*	*7%*	*27%*	*4%*	*6%*	*3%*	*9%*	*-%*	*17%*	*19%*
										a		a	
Hermes	**43**	33	7	*	2	1	27	16	24	19	-	42	*
	4%	*7%*	*11%*	*1%*	*7%*	*5%*	*2%*	*15%*	*2%*	*12%*	*-%*	*15%*	*6%*
			c					a		a		a	
DHL	**36**	24	*	7	*	3	25	11	15	21	-	36	*
	3%	*5%*	*1%*	*17%*	*2%*	*11%*	*2%*	*11%*	*1%*	*13%*	*-%*	*12%*	*3%*
				ab				a		a		a	
UPS	**28**	9	4	8	2	5	11	17	7	21	-	28	1
	2%	*2%*	*6%*	*21%*	*7%*	*22%*	*1%*	*16%*	*1%*	*14%*	*-%*	*10%*	*8%*
			a	**ab**				a		a		a	
Interlink / Interlink Express / Direct	**27**	6	5	2	7	7	17	10	12	15	-	27	-
	2%	*1%*	*8%*	*4%*	*29%*	*29%*	*2%*	*9%*	*1%*	*10%*	*-%*	*9%*	*-%*
			a					a		a		a	
FedEx	**25**	11	1	7	2	4	16	9	14	11	-	24	1
	2%	*2%*	*2%*	*18%*	*8%*	*16%*	*1%*	*8%*	*1%*	*7%*	*-%*	*8%*	*19%*
				ab				a		a		a	
TNT Express	**24**	12	8	3	-	1	15	8	7	17	-	24	-
	2%	*3%*	*12%*	*9%*	*-%*	*3%*	*1%*	*8%*	*1%*	*11%*	*-%*	*8%*	*-%*
			a	a				a		a		a	
APC	**20**	11	5	*	4	*	10	10	6	14	-	20	*
	2%	*2%*	*8%*	**%*	*15%*	*1%*	*1%*	*9%*	*1%*	*9%*	*-%*	*7%*	*3%*
			a					a		a		a	
TNT	**17**	9	7	1	*	-	11	6	7	10	-	16	1
	1%	*2%*	*11%*	*2%*	*2%*	*-%*	*1%*	*6%*	*1%*	*6%*	*-%*	*6%*	*12%*
			a					a		a		a	
DPD	**13**	5	4	2	1	1	7	7	7	7	-	12	1
	1%	*1%*	*6%*	*4%*	*5%*	*3%*	*1%*	*6%*	*1%*	*4%*	*-%*	*4%*	*19%*
			a					a		a		a	
UK Mail	**12**	8	-	-	2	3	7	5	7	5	-	12	-
	1%	*2%*	*-%*	*-%*	*7%*	*11%*	*1%*	*5%*	*1%*	*4%*	*-%*	*4%*	*-%*
								a		a		a	
Yodel	**11**	8	3	-	*	*	8	3	6	5	-	11	-
	1%	*2%*	*5%*	*-%*	*1%*	**%*	*1%*	*3%*	*1%*	*3%*	*-%*	*4%*	*-%*
										a		a	
Parcels to go	**10**	5	2	-	-	2	8	2	7	3	-	10	-
	1%	*1%*	*4%*	*-%*	*-%*	*10%*	*1%*	*2%*	*1%*	*2%*	*-%*	*3%*	*-%*
												a	
DX	**9**	7	*	*	*	1	6	3	4	5	-	9	*
	1%	*1%*	**%*	**%*	*1%*	*5%*	*1%*	*3%*	**%*	*3%*	*-%*	*3%*	*3%*
								a		a		a	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Interparcel	4	4	-	*	-	-	-	4	-	4	-	4	-
	*%	1%	-%	*%	-%	-%	-%	4% a	-%	3% a	-%	1% a	-%
Fastway Couriers	2	1	-	1	-	-	1	1	*	1	-	1	*
	*%	*%	-%	1%	-%	-%	*%	1%	*%	1% a	-%	1% a	6%
Whistl (Previously known as TNT Post)	2	2	-	-	-	-	2	-	-	2	-	2	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	1% a	-%	1% a	-%
Local Courier	2	1	-	-	-	1	1	1	*	1	-	2	-
	*%	*%	-%	-%	-%	5%	*%	1% a	*%	1% a	-%	1% a	-%
Collect Plus	1	-	-	1	-	-	1	-	1	-	-	1	-
	*%	-%	-%	3% a	-%	-%	*%	-%	*%	-%	-%	*%	-%
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Pitney Bowes	*	-	*	-	-	-	-	*	-	*	-	-	*
	*%	-%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	1%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	191	2	-	-	-	-	189	3	189	3	186	2	3
	16%	*%	-%	-%	-%	-%	17%	3%	18%	2%	21%	1%	39%
							b		b		b		
Don't know	329	6	-	-	-	-	327	3	328	2	321	7	1
	27%	1%	-%	-%	-%	-%	30%	3%	31%	1%	35%	2%	18%
							b		b		b		
Other answers	37	26	3	4	1	1	25	12	19	17	8	28	-
	3%	5%	4%	9%	6%	2%	2%	11%	2%	11%	1%	10%	-%
								a		a		a	
NET: RM Only	390	306	20	14	6	6	390	-	390	-	390	*	-
	33%	62%	31%	36%	23%	27%	36%	-%	37%	-%	43%	*%	-%
		bc					b		b		b		
NET: RM and other	114	68	18	8	7	11	95	19	74	40	-	114	-
	10%	14%	29%	21%	27%	44%	9%	18%	7%	26%	-%	40%	-%
			a					a		a		a	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
NET: Provider other than RM only	**175**	109	25	17	12	7	92	82	65	109	8	163	3
	15%	*22%*	*40%*	*43%*	*50%*	*29%*	*8%*	*77%*	*6%*	*71%*	*1%*	*57%*	*43%*
			a	a				a		a		a	

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

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Royal Mail	**505**	222	98	179	445	348	460	361	171	151	328	216	5	238	251	474	50
	42%	*35%*	*45%*	*55%*	*41%*	*52%*	*41%*	*69%*	*47%*	*57%*	*42%*	*62%*	*96%*	*83%*	*60%*	*42%*	*50%*
			a	**ab**		**acg**		**abcefg**	**ac**	**aceg**				a	**bc**		
Parcelforce	**49**	18	12	18	35	30	39	44	19	25	30	35	-	14	24	44	12
	4%	*3%*	*5%*	*5%*	*3%*	*5%*	*3%*	*9%*	*5%*	*9%*	*4%*	*10%*	*-%*	*5%*	*6%*	*4%*	*12%*
				a				**abcg**		**abceg**		c					**ab**
Hermes	**43**	22	4	14	26	23	31	38	13	17	22	20	-	23	23	38	1
	4%	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*	*7%*	*3%*	*6%*	*3%*	*6%*	*-%*	*8%*	*5%*	*3%*	*1%*
								abceg		**abcg**							
DHL	**36**	19	7	11	33	25	33	29	12	11	20	19	-	15	25	35	6
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*3%*	*6%*	*-%*	*5%*	*6%*	*3%*	*6%*
								acg							b		
UPS	**28**	11	6	11	22	12	22	27	7	21	18	24	-	4	19	24	7
	2%	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*5%*	*2%*	*8%*	*2%*	*7%*	*-%*	*1%*	*5%*	*2%*	*7%*
								abceg		**abceg**		c			b		b
Interlink / Interlink Express / Direct	**27**	4	10	13	18	14	20	27	10	23	14	27	-	-	19	27	9
	2%	*1%*	*5%*	*4%*	*2%*	*2%*	*2%*	*5%*	*3%*	*8%*	*2%*	*8%*	*-%*	*-%*	*5%*	*2%*	*9%*
			a	a				**abcg**		**abceg**		c			b		b
FedEx	**25**	12	1	13	21	14	22	25	2	21	15	21	-	4	21	23	6
	2%	*2%*	**%*	*4%*	*2%*	*2%*	*2%*	*5%*	*1%*	*8%*	*2%*	*6%*	*-%*	*1%*	*5%*	*2%*	*6%*
				b		e		**abceg**		**abceg**		c			b		b
TNT Express	**24**	12	6	6	17	17	21	21	11	17	18	22	-	2	13	22	8
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*6%*	*2%*	*6%*	*-%*	*1%*	*3%*	*2%*	*8%*
								ac		**abceg**		c					**ab**
APC	**20**	8	3	9	17	9	17	20	8	13	16	16	-	4	9	18	1
	2%	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*4%*	*2%*	*5%*	*2%*	*5%*	*-%*	*1%*	*2%*	*2%*	*1%*
								abcg		**abcg**		c					
TNT	**17**	6	5	6	11	5	11	10	6	7	13	13	-	4	9	14	2
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%*	*-%*	*1%*	*2%*	*1%*	*2%*
										abc							
DPD	**13**	6	4	3	12	8	12	11	4	9	7	9	-	3	8	13	4
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*-%*	*1%*	*2%*	*1%*	*4%*
										abcg							b
UK Mail	**12**	1	4	7	7	8	9	11	3	10	5	12	*	-	12	11	4
	1%	**%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%*	*1%*	*3%*	*4%*	*-%*	*3%*	*1%*	*4%*
			a	a				**acg**		**abceg**		c			b		b
Yodel	**11**	4	*	7	5	8	11	10	3	7	7	8	-	3	9	9	3
	1%	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*3%*
				ab				a		**acg**					b		
Parcels to go	**10**	2	-	8	7	4	7	10	4	7	6	7	-	3	7	10	4
	1%	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*4%*
				ab				**ac**		**abcg**							b

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
DX	**9**	4	1	3	9	7	9	9	2	2	9	3	-	6	8	9	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*2%* b	*1%*	*1%*
Interparcel	**4**	2	*	-	2	*	2	4	-	4	2	4	-	-	4	4	2
	%	*%*	*%*	*-%*	*%*	*%*	*%*	*1%* **bc**	*-%*	*2%* **abceg**	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*2%*
Fastway Couriers	**2**	1	1	-	2	1	2	2	1	2	1	2	-	-	1	2	1
	%	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*1%*
Whistl (Previously known as TNT Post)	**2**	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
	%	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*%*	*%*	*-%*
Local Courier	**2**	*	-	2	2	2	2	2	*	2	2	2	-	*	2	2	-
	%	*%*	*-%*	*1%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*
Collect Plus	**1**	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	%	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*1%* **ab**
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	%	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*
Legal Post	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	%	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*
Pitney Bowes	*	-	-	*	*	*	*	*	*	-	*	-	-	*	-	*	-
	%	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**191**	120	36	35	185	72	188	*	32	6	118	-	-	2	34	188	7
	16%	*19%*	*16%*	*11%*	*17%*	*11%*	*17%*	**%*	*9%*	*2%*	*15%*	-%	-%	*1%*	*8%*	*17%*	*7%*
		c			**bdef**	**df**	**bdef**		**df**	d	**bdef**					**ac**	
Don't know	**329**	208	57	62	310	155	312	3	100	5	216	1	-	5	39	307	16
	27%	*32%*	*26%*	*19%*	*29%*	*23%*	*28%*	*1%*	*28%*	*2%*	*27%*	**%*	-%	*2%*	*9%*	*27%*	*16%*
		c			**bdf**	**df**	**bdf**		**df**		**df**					**ac**	a
Other answers	**37**	23	5	9	35	19	35	29	10	21	25	27	3	4	21	35	4
	3%	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*6%*	*3%*	*8%*	*3%*	*8%*	*47%*	*2%*	*5%*	*3%*	*4%*
								abceg		**abceg**		c					
NET: RM Only	**390**	190	72	123	357	270	366	263	128	86	269	137	3	208	175	369	27
	33%	*30%*	*33%*	*38%*	*33%*	*40%*	*33%*	*51%*	*36%*	*32%*	*34%*	*40%*	*49%*	*73%*	*42%*	*33%*	*26%*
				a		**acfg**		**abcefg**						a	**bc**		

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

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Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
NET: RM and other	**114**	32	26	56	88	78	95	98	43	65	59	79	3	30	76	105	24
	10%	*5%*	*12%*	*17%*	*8%*	*12%*	*8%*	*19%*	*12%*	*24%*	*8%*	*23%*	*47%*	*10%*	*18%*	*9%*	*24%*
			a	a		**acg**		**abceg**	**acg**	**abceg**		c			b		b
NET: Provider other than RM only	**175**	93	28	48	142	96	155	157	58	104	126	129	*	41	92	164	28
	15%	*14%*	*13%*	*15%*	*13%*	*14%*	*14%*	*30%*	*16%*	*39%*	*16%*	*37%*	*4%*	*14%*	*22%*	*14%*	*28%*
								abceg		**abcdeg**		c			b		b

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

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Royal Mail	505	399	321	32	6	458	489	434	495	434	494	2	333	473	80	79	372	48
	42%	45%	43%	52%	37%	42%	42%	44%	42%	47% ace	42%	37%	47% b	41%	48%	48%	41%	41%
Parcelforce	49	37	25	4	3	39	44	44	46	43	45	2	36	44	11	13	30	3
	4%	4%	3%	7%	18%	4%	4%	4%	4%	5%	4%	37%	5%	4%	7%	8% b	3%	3%
Hermes	43	22	25	3	*	32	41	35	41	36	42	-	26	39	5	20	23	-
	4%	3%	3%	5%	1%	3%	4%	4%	4%	4%	4%	-%	4%	3%	3%	12% bc	2%	-%
DHL	36	32	22	*	-	35	36	34	36	34	36	-	25	33	10	12	23	1
	3%	4%	3%	*%	-%	3%	3%	3%	3%	4%	3%	-%	4%	3%	6% b	7% bc	3%	1%
UPS	28	20	14	2	-	25	28	26	28	28	28	-	18	25	10	6	22	1
	2%	2%	2%	3%	-%	2%	2%	3%	2%	3%	2%	-%	3%	2%	6% ab	4%	2%	*%
Interlink / Interlink Express / Direct	27	21	17	4	1	21	27	22	27	25	27	-	22	27	8	7	18	1
	2%	2%	2%	6% c	9%	2%	2%	2%	2%	3%	2%	-%	3%	2%	5% b	4%	2%	1%
FedEx	25	19	10	1	1	21	25	21	25	24	25	-	23	23	11	4	20	1
	2%	2%	1%	2%	9%	2%	2%	2%	2%	3%	2%	-%	3%	2%	7% ab	2%	2%	1%
TNT Express	24	21	12	4	-	20	24	22	24	22	24	-	18	24	4	5	17	3
	2%	2%	2%	6% c	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	2%	3%	2%	2%
APC	20	9	13	*	*	19	20	14	20	19	20	-	15	20	3	8	11	*
	2%	1%	2%	*%	3%	2%	2%	1%	2%	2%	2%	-%	2%	2%	2%	5% bc	1%	*%
TNT	17	7	13	*	-	16	14	13	14	13	17	-	10	14	2	8	7	2
	1%	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	5% b	1%	2%
DPD	13	10	8	-	-	12	13	13	13	13	13	-	10	13	5	4	9	*
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	3% b	2%	1%	*%
UK Mail	12	11	8	-	-	12	12	12	12	12	12	-	7	12	2	7	5	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	4% bc	1%	-%
Yodel	11	8	5	*	-	11	11	9	11	9	11	-	7	11	-	4	7	-
	1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	2%	1%	-%
Parcels to go	10	10	8	-	*	9	10	10	10	10	10	-	7	10	2	4	6	-
	1%	1%	1%	-%	3%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	-%
DX	9	6	5	1	-	8	9	9	9	9	9	-	7	9	1	2	7	*
	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	*%

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

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Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
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Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Interparcel	**4**	4	*	-	-	4	4	4	4	4	4	-	2	4	4	2	2	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*3%* ab	*1%* b	*%	-%
Fastway Couriers	**2**	1	1	-	-	1	2	2	2	2	2	-	*	2	1	*	1	*
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%*	*%	*%	*%
Whistl (Previously known as TNT Post)	**2**	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Local Courier	**2**	1	1	-	-	2	2	2	2	2	2	-	*	2	*	-	2	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Collect Plus	**1**	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	***%**	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%*	-%	*%	-%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Pitney Bowes	*	-	-	-	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	191	133	127	6	3	175	188	137	189	111	179	-	85	190	14	15	150	27
	16%	15%	17%	10%	16%	16%	16%	14%	16%	12%	15%	-%	12%	17%	9%	9%	16%	23%
							d		d		d			ac			a	a
Don't know	329	235	195	9	5	313	317	264	319	223	322	4	164	313	34	25	275	30
	27%	27%	26%	15%	32%	29%	27%	27%	27%	24%	28%	63%	23%	27%	21%	15%	30%	26%
						a											a	a
Other answers	37	26	21	3	-	31	34	31	34	35	37	-	26	36	8	1	28	7
	3%	3%	3%	5%	-%	3%	3%	3%	3%	4%	3%	-%	4%	3%	5%	1%	3%	6%
																		a
NET: RM Only	390	310	244	26	5	356	383	334	387	338	385	-	251	372	52	52	294	41
	33%	35%	33%	43%	27%	33%	33%	34%	33%	36%	33%	-%	36%	32%	31%	32%	32%	35%
NET: RM and other	114	88	76	6	2	102	106	100	107	97	110	2	82	101	27	27	77	7
	10%	10%	10%	10%	10%	9%	9%	10%	9%	10%	9%	37%	12%	9%	16%	16%	8%	6%
													b		b	bc		
NET: Provider other than RM only	175	116	96	14	3	148	172	151	172	165	174	-	123	173	38	46	116	12
	15%	13%	13%	23%	15%	14%	15%	15%	15%	18%	15%	-%	17%	15%	23%	28%	13%	11%
				c											b	bc		

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

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Royal Mail	**505**	46	40	417	288	217	464	40	383	36	122	383	12	74
	42%	*44%*	*62%*	*41%*	*40%*	*46%*	*43%*	*36%*	*41%*	*53%*	*56%*	*39%*	*33%*	*44%*
			ac			a					b			
Parcelforce	**49**	10	8	31	26	23	43	6	42	2	5	42	8	41
	4%	*9%*	*12%*	*3%*	*4%*	*5%*	*4%*	*6%*	*5%*	*3%*	*2%*	*4%*	*23%*	*24%*
		c	c											
Hermes	**43**	9	5	28	32	10	43	-	27	6	18	24	9	34
	4%	*9%*	*8%*	*3%*	*4%*	*2%*	*4%*	*-%*	*3%*	*8%*	*8%*	*2%*	*23%*	*20%*
		c	c		b					a	b			
DHL	**36**	13	*	21	24	12	36	*	22	6	19	17	6	30
	3%	*12%*	**%*	*2%*	*3%*	*3%*	*3%*	**%*	*2%*	*9%*	*9%*	*2%*	*15%*	*18%*
		bc								a	b			
UPS	**28**	10	5	11	17	12	28	1	20	4	8	19	9	19
	2%	*9%*	*8%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*6%*	*4%*	*2%*	*24%*	*12%*
		c	c										b	
Interlink / Interlink Express / Direct	**27**	11	1	14	18	8	27	-	18	1	7	20	2	6
	2%	*11%*	*2%*	*1%*	*3%*	*2%*	*2%*	*-%*	*2%*	*1%*	*3%*	*2%*	*4%*	*4%*
		bc												
FedEx	**25**	6	5	14	12	13	25	*	12	5	10	14	6	19
	2%	*6%*	*8%*	*1%*	*2%*	*3%*	*2%*	**%*	*1%*	*8%*	*5%*	*1%*	*17%*	*11%*
		c	c							a	b			
TNT Express	**24**	6	3	15	16	8	23	1	17	*	5	19	-	6
	2%	*5%*	*5%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*-%*	*4%*
		c	c											
APC	**20**	5	2	13	15	5	20	-	18	1	6	14	3	3
	2%	*5%*	*3%*	*1%*	*2%*	*1%*	*2%*	*-%*	*2%*	*2%*	*3%*	*1%*	*7%*	*2%*
		c												
TNT	**17**	12	1	5	13	4	17	-	15	-	3	13	4	13
	1%	*11%*	*1%*	**%*	*2%*	*1%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*10%*	*8%*
		bc												
DPD	**13**	2	-	11	6	8	12	2	9	-	7	5	1	2
	1%	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*3%*	*1%*	*4%*	*1%*
											b			
UK Mail	**12**	2	2	7	9	3	12	-	9	-	2	10	*	12
	1%	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*7%*
Yodel	**11**	2	*	9	5	6	11	-	7	2	6	5	2	9
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*3%*	*3%*	*1%*	*6%*	*5%*
										a	b			
Parcels to go	**10**	2	-	8	10	-	10	-	5	-	3	7	-	4
	1%	*2%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*
					b									
DX	**9**	1	-	7	8	1	9	-	5	-	*	9	1	8
	1%	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*2%*	*5%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Interparcel	**4**	4	-	-	2	2	4	-	3	2	2	2	2	*
	***%**	*4%*	-%	-%	*%*	*%*	*%*	-%	*%*	*2%*	*1%*	*%*	*6%*	*%*
		c								a			b	
Fastway Couriers	**2**	*	*	1	2	-	2	-	1	-	*	1	*	1
	***%**	*%*	*1%*	*%*	*%*	-%	*%*	-%	*%*	-%	*%*	*%*	*%*	*1%*
Whistl (Previously known as TNT Post)	**2**	2	-	*	2	-	2	-	-	*	2	-	-	2
	***%**	*2%*	-%	*%*	*%*	-%	*%*	-%	-%	*%*	*1%*	-%	-%	*1%*
		c									b			
Local Courier	**2**	-	-	2	1	1	2	-	1	-	-	2	*	1
	***%**	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	*1%*	*1%*
Collect Plus	**1**	1	-	-	-	1	1	-	1	-	1	-	-	1
	***%**	*1%*	-%	-%	-%	*%*	*%*	-%	*%*	-%	*1%*	-%	-%	*1%*
		c									b			
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	-%
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
Pitney Bowes	*	*	-	-	*	-	*	-	-	-	-	-	-	*
	***%**	*%*	-%	-%	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**191**	4	9	178	128	64	172	19	147	12	24	164	-	5
	16%	*4%*	*14%*	*17%*	*18%*	*13%*	*16%*	*17%*	*16%*	*18%*	*11%*	*17%*	*-%*	*3%*
			a	a								a		
Don't know	**329**	5	1	323	193	137	287	43	276	11	32	296	*	5
	27%	*5%*	*2%*	*31%*	*26%*	*29%*	*26%*	*38%*	*29%*	*16%*	*15%*	*30%*	*1%*	*3%*
				ab				a	b			a		
Other answers	**37**	9	-	28	26	11	35	2	30	3	4	32	*	10
	3%	*9%*	*-%*	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	**%*	*6%*
		bc												
NET: RM Only	**390**	14	32	345	218	172	352	38	304	23	83	307	-	-
	33%	*14%*	*49%*	*34%*	*30%*	*36%*	*32%*	*34%*	*32%*	*34%*	*38%*	*32%*	*-%*	*-%*
			ac	a		a								
NET: RM and other	**114**	32	8	72	70	44	112	2	79	13	38	76	12	74
	10%	*31%*	*13%*	*7%*	*10%*	*9%*	*10%*	*1%*	*8%*	*19%*	*18%*	*8%*	*33%*	*44%*
		bc					b			a	b			
NET: Provider other than RM only	**175**	48	15	109	119	55	165	10	132	9	40	131	24	83
	15%	*47%*	*23%*	*11%*	*16%*	*12%*	*15%*	*9%*	*14%*	*13%*	*18%*	*13%*	*66%*	*50%*
		bc	c		b								b	

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Royal Mail	505	75	1	51	79	51	29	38	114	47	42	54
	42%	43%	23%	51% c	49% c	36%	51%	40%	46%	39%	32%	37%
Parcelforce	49	41	-	5	6	4	1	7	9	5	4	8
	4%	23%	-%	5%	4%	3%	1%	7%	4%	4%	3%	6%
Hermes	43	41	-	3	2	3	2	3	15	2	4	9
	4%	24%	-%	3%	1%	2%	3%	3%	6%	2%	3%	6% a
DHL	36	28	2	5	10	2	1	2	4	4	5	4
	3%	16%	37%	5%	6% c	1%	2%	2%	1%	3%	4%	3%
UPS	28	23	5	4	3	5	*	2	3	*	4	8
	2%	13%	74%	4%	2%	3%	1%	2%	1%	*%	3%	5% a
Interlink / Interlink Express / Direct	27	8	-	-	2	2	-	4	5	2	5	6
	2%	4%	-%	-%	1%	2%	-%	4%	2%	2%	4%	4%
FedEx	25	24	-	3	2	4	*	-	3	2	4	7
	2%	14%	-%	3%	1%	3%	*%	-%	1%	1%	3%	5%
TNT Express	24	6	-	-	2	2	-	2	3	6	9	*
	2%	4%	-%	-%	1%	1%	-%	2%	1%	5% c	7% c	*%
APC	20	6	-	7	3	3	1	-	2	1	-	2
	2%	3%	-%	7% b	2%	2%	2%	-%	1%	1%	-%	2%
TNT	17	14	-	5	1	1	*	7	3	-	-	-
	1%	8%	-%	5% b	1%	1%	*%	7% c	1%	-%	-%	-%
DPD	13	4	-	*	2	2	-	*	1	3	-	6
	1%	2%	-%	*%	1%	1%	-%	*%	*%	3%	-%	4% b
UK Mail	12	12	-	-	-	-	3	5	-	*	4	*
	1%	7%	-%	-%	-%	-%	5% c	5% c	-%	*%	3%	*%
Yodel	11	9	2	-	2	*	1	-	1	3	-	5
	1%	5%	26%	-%	1%	*%	1%	-%	*%	2%	-%	3%
Parcels to go	10	4	-	-	-	*	-	3	-	2	2	1
	1%	2%	-%	-%	-%	*%	-%	3% c	-%	2%	2%	1%
DX	9	9	-	-	2	*	-	1	*	2	*	3
	1%	5%	-%	-%	1%	*%	-%	1%	*%	1%	*%	2%
Interparcel	4	*	2	-	*	-	-	-	2	-	-	2
	*%	*%	37%	-%	*%	-%	-%	-%	1%	-%	-%	2%
Fastway Couriers	2	1	-	-	1	*	-	-	-	-	1	-
	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%	1%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 20 (continuation)

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Whistl (Previously known as TNT Post)	2	2	-	-	*	-	-	2	-	-	-	-
	*%	1%	-%	-%	*%	-%	-%	2%	-%	-%	-%	-%
								c				
Local Courier	2	1	-	*	-	-	-	1	*	-	-	-
	*%	1%	-%	*%	-%	-%	-%	1%	*%	-%	-%	-%
Collect Plus	1	1	-	-	-	-	-	-	1	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Priority Express	*	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	*	*	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Pitney Bowes	*	*	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4b. And who does your organisation use for its mail service? And for packets and parcels?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**191**	5	-	2	-	-	-	-	-	57	72	60
	16%	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*48%*	*55%* c	*42%*
Don't know	**329**	4	-	26	65	68	22	40	108	-	-	-
	27%	*2%*	*-%*	*26%*	*40%* a	*48%* a	*40%*	*42%*	*44%*	*-%*	*-%*	*-%*
Other answers	**37**	10	-	4	4	8	3	-	8	*	6	4
	3%	*6%*	*-%*	*4%*	*2%*	*6%*	*6%* b	*-%*	*3%*	*%*	*4%* a	*3%*
NET: RM Only	**390**	-	-	42	65	41	23	27	89	33	26	45
	33%	*-%*	*-%*	*42%*	*40%*	*29%*	*41%*	*27%*	*36%*	*27%*	*19%*	*31%* b
NET: RM and other	**114**	75	1	9	14	9	5	12	25	14	16	8
	10%	*43%*	*23%*	*9%*	*9%*	*7%*	*10%*	*12%*	*10%*	*12%*	*12%*	*6%*
NET: Provider other than RM only	**175**	91	5	21	19	22	5	18	25	16	18	31
	15%	*52%*	*77%*	*21%* b	*12%*	*15%*	*9%*	*19%* c	*10%*	*13%*	*14%*	*21%*

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

Ofcom; Business Postal Tracker
Table 21

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Royal Mail	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
	99%	*100%*	*100%*	*98%*	*100%*	*100%*	*100%*	*100%*	*98%*	*100%*	*99%*	*98%*	*96%*	*100%*
														l
Parcelforce	**50**	5	3	3	5	1	5	5	10	3	4	4	2	40
	4%	*7%*	*2%*	*2%*	*7%*	*2%*	*3%*	*3%*	*10%*	*3%*	*8%*	*6%*	*4%*	*4%*
									befm		**em**			
Hermes	**45**	2	7	8	2	3	7	8	5	1	1	1	-	43
	4%	*3%*	*5%*	*6%*	*4%*	*3%*	*4%*	*4%*	*5%*	*1%*	*2%*	*1%*	*-%*	*4%*
			l	l	l	l	l	l	l					l
DHL	**38**	2	3	5	1	2	12	7	*	4	1	*	*	37
	3%	*2%*	*3%*	*4%*	*2%*	*2%*	*7%*	*4%*	**%*	*5%*	*2%*	**%*	*1%*	*4%*
				k			**hjkl**	k		k				k
UPS	**32**	2	2	3	4	*	10	2	2	3	2	2	1	27
	3%	*2%*	*2%*	*2%*	*5%*	**%*	*5%*	*1%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*
					e		e							
FedEx	**28**	3	*	7	2	2	3	2	3	4	1	1	*	26
	2%	*4%*	**%*	*5%*	*2%*	*2%*	*1%*	*1%*	*3%*	*5%*	*2%*	*1%*	**%*	*3%*
		bl		**bl**						**bl**				
Interlink / Interlink Express / Direct	**27**	3	3	-	-	-	10	5	3	2	*	-	*	26
	2%	*4%*	*3%*	*-%*	*-%*	*-%*	*5%*	*3%*	*3%*	*2%*	*1%*	*-%*	*1%*	*3%*
		ek	k				**ejkl**	k	k					k
TNT Express	**27**	3	3	-	1	4	5	5	3	1	*	*	-	26
	2%	*4%*	*3%*	*-%*	*2%*	*4%*	*3%*	*3%*	*3%*	*2%*	*1%*	**%*	*-%*	*3%*
		kl	l			**kl**	l	l	**kl**					
APC	**20**	*	5	*	-	1	3	7	2	1	-	*	-	20
	2%	**%*	*4%*	**%*	*-%*	*1%*	*1%*	*4%*	*2%*	*2%*	*-%*	*1%*	*-%*	*2%*
			jl					**jl**						
TNT	**17**	2	*	-	2	1	3	5	1	1	-	1	1	15
	1%	*3%*	**%*	*-%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*
		j						j						
DPD	**13**	-	-	-	*	-	*	3	5	4	1	-	1	12
	1%	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	*5%*	*5%*	*2%*	*-%*	*2%*	*1%*
									befkm	**befkm**				
UK Mail	**13**	-	5	-	-	1	3	*	2	2	-	-	*	12
	1%	*-%*	*4%*	*-%*	*-%*	*1%*	*1%*	**%*	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*
			jkm											
Yodel	**11**	1	-	-	1	*	2	2	*	1	1	*	*	9
	1%	*2%*	*-%*	*-%*	*2%*	**%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	**%*	*1%*
DX	**10**	*	2	2	1	3	-	*	-	*	-	*	1	9
	1%	**%*	*2%*	*2%*	*2%*	*3%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*2%*	*1%*
						j								
Parcels to go	**10**	-	-	3	-	1	2	-	-	2	-	1	-	9
	1%	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*1%*
										jl				

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Interparcel	**4**	-	*	-	-	-	2	-	2	-	-	-	-	4
	***%**	-%	*%	-%	-%	-%	*1%*	-%	*2%*	-%	-%	-%	-%	*%
Pitney Bowes	**3**	-	*	2	-	*	-	-	*	-	-	*	-	3
	***%**	-%	*%	*2%*	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
Fastway Couriers	**2**	-	-	-	-	-	-	-	-	-	-	-	2	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%
													bfjkm	
Whistl (Previously known as TNT Post)	**2**	-	2	-	-	*	-	-	-	-	-	-	-	2
	***%**	-%	*1%*	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Local Courier	**2**	*	-	-	-	1	-	-	-	-	-	*	-	1
	***%**	*%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	*1%*	-%	*%
						m								
Collect Plus	**1**	-	-	-	-	-	-	-	-	1	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%
										m				
Neo Post	**1**	-	-	-	-	-	-	-	-	-	1	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
											m			
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
													m	
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**30**	2	7	5	1	4	3	-	3	-	*	2	2	25
	2%	*3%*	*6%*	*4%*	*2%*	*4%*	*1%*	-%	*4%*	-%	*%*	*3%*	*4%*	*2%*
			gij	j		j			j			j	j	
NET: RM Only	**906**	54	86	103	54	64	142	139	63	61	48	50	42	765
	76%	*74%*	*70%*	*77%*	*77%*	*74%*	*76%*	*76%*	*68%*	*73%*	*85%*	*82%*	*84%*	*74%*
											behim	**bhm**	**bhim**	
NET: RM and other	**286**	18	36	29	16	22	46	43	28	23	8	10	6	262
	24%	*25%*	*30%*	*21%*	*23%*	*26%*	*24%*	*24%*	*30%*	*27%*	*14%*	*16%*	*13%*	*25%*
		jl	**jkl**			**jl**	**jl**	l	**jkl**	**jkl**				**jkl**
NET: Provider other than RM only	**8**	*	*	2	*	*	-	-	2	-	*	1	2	5
	1%	*%*	*%*	*2%*	*%*	*%*	-%	-%	*2%*	-%	*1%*	*2%*	*4%*	*%*
													m	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Royal Mail	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
	99%	*100%*	*99%*	*100%*	*98%*	*99%*	*100%*	*99%*	*99%*	*98%*	*95%*	*100%*	*98%*	*99%*	*100%*
									ce						
Parcelforce	**50**	2	1	1	1	23	1	19	48	1	*	1	2	24	26
	4%	*1%*	*1%*	*5%*	*1%*	*7%*	*2%*	*4%*	*4%*	*4%*	*2%*	*9%*	*4%*	*4%*	*4%*
						abdg									
Hermes	**45**	1	-	4	1	21	2	15	44	1	-	*	1	31	14
	4%	*1%*	*-%*	*27%*	*1%*	*7%*	*4%*	*3%*	*4%*	*3%*	*-%*	*3%*	*2%*	*5%*	*2%*
						abdg	b							b	
DHL	**38**	1	7	-	1	8	-	20	36	1	1	1	2	17	21
	3%	*1%*	*7%*	*-%*	*2%*	*3%*	*-%*	*4%*	*3%*	*3%*	*6%*	*10%*	*5%*	*3%*	*3%*
			aef									**ab**			
UPS	**32**	-	9	-	*	19	-	4	30	1	*	1	2	13	19
	3%	*-%*	*9%*	*-%*	**%*	*6%*	*-%*	*1%*	*3%*	*2%*	*4%*	*10%*	*4%*	*2%*	*3%*
			adfg			**adg**						**ab**			
FedEx	**28**	*	5	-	-	16	2	3	26	1	*	1	2	18	10
	2%	**%*	*5%*	*-%*	*-%*	*5%*	*4%*	*1%*	*2%*	*2%*	*5%*	*10%*	*4%*	*3%*	*2%*
			adg			**adg**	**adg**					**ab**			
Interlink / Interlink Express / Direct	**27**	-	8	-	-	13	-	6	26	*	*	-	1	12	15
	2%	*-%*	*8%*	*-%*	*-%*	*4%*	*-%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*
			adfg			**adg**									
TNT Express	**27**	-	2	-	-	16	-	6	26	*	-	*	*	14	12
	2%	*-%*	*1%*	*-%*	*-%*	*5%*	*-%*	*1%*	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	*2%*
						adg									
APC	**20**	2	4	-	-	6	-	7	19	1	*	*	1	9	11
	2%	*1%*	*3%*	*-%*	*-%*	*2%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
TNT	**17**	1	2	-	3	5	1	3	14	2	1	*	3	8	8
	1%	*1%*	*2%*	*-%*	*3%*	*1%*	*2%*	*1%*	*1%*	*5%*	*7%*	*4%*	*5%*	*1%*	*1%*
					g					a	a		a		
DPD	**13**	1	5	-	*	3	-	4	12	1	*	-	1	6	7
	1%	*1%*	*4%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*	*4%*	*3%*	*-%*	*3%*	*1%*	*1%*
			eg							a			a		
UK Mail	**13**	-	4	-	-	8	-	1	12	1	-	*	1	6	6
	1%	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	**%*	*1%*	*3%*	*-%*	*3%*	*2%*	*1%*	*1%*
			ag			g				a					
Yodel	**11**	*	*	-	*	6	-	4	10	1	-	-	1	3	8
	1%	**%*	**%*	*-%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*
DX	**10**	-	1	-	-	5	1	3	9	*	*	*	1	5	5
	1%	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*5%*	*5%*	*3%*	*1%*	*1%*
											a	a	a		
Parcels to go	**10**	*	2	-	-	5	3	-	10	-	-	-	-	6	3
	1%	**%*	*2%*	*-%*	*-%*	*2%*	*5%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*
			g			g	**dg**								

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

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Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Interparcel	**4**	-	2	-	-	*	-	2	4	*	-	-	*	-	4
	***%**	-%	*2%*	-%	-%	*%*	-%	*1%*	*%*	*1%*	-%	-%	*%*	-%	*1%*
Pitney Bowes	**3**	-	*	-	*	2	-	*	2	*	*	-	1	3	*
	***%**	-%	*%*	-%	*%*	*1%*	-%	*%*	*%*	*1%*	*3%*	-%	*1%*	*1%*	*%*
										a	a		a		
Fastway Couriers	**2**	-	1	*	-	*	-	*	2	*	-	-	*	1	1
	***%**	-%	*1%*	*3%*	-%	*%*	-%	*%*	*%*	*%*	-%	-%	*%*	*%*	*%*
Whistl (Previously known as TNT Post)	**2**	-	*	-	-	-	-	2	2	-	*	-	*	2	*
	***%**	-%	*%*	-%	-%	-%	-%	*%*	*%*	-%	*2%*	-%	*%*	*%*	*%*
											a				
Local Courier	**2**	-	-	-	*	1	-	*	2	*	-	-	*	-	2
	***%**	-%	-%	-%	*%*	*%*	-%	*%*	*%*	*1%*	-%	-%	*%*	-%	*%*
Collect Plus	**1**	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%	*%*
Neo Post	**1**	-	-	-	1	-	-	-	*	-	*	-	*	*	*
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	*1%*	-%	*%*	*%*	*%*
											a				
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	*%*
Legal Post	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%*	-%	*%*	-%	*%*
											a				
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	30	2	5	*	2	7	3	7	28	1	*	-	2	21	9
	2%	1%	5%	1%	3%	2%	4%	1%	2%	4%	2%	-%	3%	4%	1%
			g											b	
NET: RM Only	906	109	58	10	78	197	47	379	874	21	6	5	32	422	484
	76%	91%	56%	64%	88%	64%	80%	82%	76%	69%	69%	63%	68%	73%	78%
		befg			be		be	be	bde						
NET: RM and other	286	11	45	6	9	110	12	80	272	9	2	3	14	149	137
	24%	9%	43%	36%	11%	35%	20%	17%	24%	30%	25%	37%	30%	26%	22%
			adfg			adfg	a	a				a	a		
NET: Provider other than RM only	8	-	1	-	2	3	-	3	7	1	*	-	1	6	3
	1%	-%	1%	-%	2%	1%	-%	1%	1%	2%	5%	-%	2%	1%	*%
											a		a		

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

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QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Royal Mail	1192	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
	99%	100%	100%	93%	100%	100%	98%	100%	100%	98%	100%	100%	100%	98%	100%	99%	100%
		c	c			b					d						
Parcelforce	50	28	4	2	*	31	19	8	23	19	25	14	4	-	3	1	-
	4%	5%	8%	4%	4%	3%	8%	2%	4%	8%	3%	7%	2%	-%	7%	7%	-%
							a			ab		d			d	d	
Hermes	45	26	3	*	*	31	14	8	23	14	34	4	3	2	-	*	-
	4%	4%	6%	*%	4%	3%	6%	2%	4%	6%	5%	2%	2%	3%	-%	1%	-%
			c				a			a							
DHL	38	16	2	14	1	27	12	4	23	12	20	8	4	5	*	1	-
	3%	3%	4%	22%	10%	3%	5%	1%	4%	5%	3%	4%	3%	9%	1%	4%	-%
				ab					a	a				ac			
UPS	32	16	3	6	1	10	22	-	10	22	14	6	5	4	2	1	-
	3%	3%	6%	9%	10%	1%	9%	-%	2%	9%	2%	3%	3%	7%	5%	5%	-%
				a			a		a	ab				a			
FedEx	28	16	*	4	*	11	17	-	11	17	16	3	5	2	*	1	-
	2%	3%	1%	7%	7%	1%	7%	-%	2%	7%	2%	1%	3%	3%	1%	5%	-%
							a		a	ab							
Interlink / Interlink Express / Direct	27	8	7	-	*	7	20	-	7	20	15	6	-	*	2	*	-
	2%	1%	13%	-%	3%	1%	8%	-%	1%	8%	2%	3%	-%	1%	7%	1%	-%
			ac				a			ab		c			acd		
TNT Express	27	9	2	*	-	9	18	3	6	18	18	2	4	*	-	-	2
	2%	2%	4%	*%	-%	1%	7%	1%	1%	7%	3%	1%	3%	*%	-%	-%	84%
							a			ab							
APC	20	5	-	*	-	9	11	3	5	11	11	3	2	2	-	-	-
	2%	1%	-%	1%	-%	1%	5%	1%	1%	5%	2%	1%	1%	3%	-%	-%	-%
							a			ab							
TNT	17	8	*	2	1	6	11	1	5	11	12	1	2	*	1	*	-
	1%	1%	*%	2%	18%	1%	5%	*%	1%	5%	2%	*%	1%	*%	3%	2%	-%
							a			ab							
DPD	13	6	1	2	*	9	4	1	8	4	8	3	-	*	*	*	-
	1%	1%	1%	3%	3%	1%	2%	*%	1%	2%	1%	1%	-%	*%	1%	1%	-%
UK Mail	13	4	-	1	*	5	8	-	5	8	6	*	2	1	*	*	-
	1%	1%	-%	1%	4%	1%	3%	-%	1%	3%	1%	*%	1%	2%	1%	1%	-%
							a			ab							
Yodel	11	8	1	-	-	6	5	-	6	5	5	3	-	2	*	-	-
	1%	1%	1%	-%	-%	1%	2%	-%	1%	2%	1%	1%	-%	3%	*%	-%	-%
							a			a				c			
DX	10	3	2	-	*	6	5	-	6	5	2	-	3	2	2	1	-
	1%	*%	4%	-%	4%	1%	2%	-%	1%	2%	*%	-%	2%	4%	6%	8%	-%
			a				a			a			ab	ab	ab	ab	
Parcels to go	10	5	1	-	-	5	5	-	5	5	3	3	1	-	-	-	-
	1%	1%	2%	-%	-%	1%	2%	-%	1%	2%	*%	1%	1%	-%	-%	-%	-%
							a			a							

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

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Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Interparcel	**4**	2	-	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	***%**	*%*	-%	*4%*	-%	-%	*2%*	-%	-%	*2%*	*1%*	-%	-%	-%	-%	-%	-%
				a			a			**ab**							
Pitney Bowes	**3**	-	-	3	-	3	*	-	3	*	2	*	*	*	*	-	-
	***%**	-%	-%	*4%*	-%	*%*	*%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%
				a													
Fastway Couriers	**2**	1	-	1	-	1	1	*	*	1	1	*	*	*	-	-	-
	***%**	*%*	-%	*1%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	-%	-%	-%
Whistl (Previously known as TNT Post)	**2**	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
	***%**	-%	*3%*	-%	*3%*	*%*	-%	-%	*%*	-%	*%*	-%	*%*	-%	-%	-%	-%
			a														
Local Courier	**2**	*	1	-	*	-	2	-	-	2	-	-	*	1	-	-	-
	***%**	*%*	*2%*	-%	*3%*	-%	*1%*	-%	-%	*1%*	-%	-%	*%*	*2%*	-%	-%	-%
			a				a			b				**ab**			
Collect Plus	**1**	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	***%**	*%*	-%	-%	-%	-%	*1%*	-%	-%	*1%*	-%	-%	-%	*2%*	-%	-%	-%
							a							**ab**			
Neo Post	**1**	-	-	-	-	1	-	-	1	-	-	-	*	*	-	-	-
	***%**	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	*%*	*1%*	-%	-%	-%
														a			
Priority Express	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Legal Post	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	*%*	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	30	21	3	1	-	21	8	2	19	8	10	11	4	2	*	*	-
	2%	4%	5%	1%	-%	2%	3%	1%	3%	3%	1%	5%	3%	4%	1%	1%	-%
									a	a		a					
NET: RM Only	906	436	34	40	3	799	107	311	488	107	548	159	113	42	25	12	*
	76%	75%	59%	63%	51%	83%	45%	92%	78%	45%	77%	75%	79%	69%	74%	76%	16%
		bc				b		bc	c								
NET: RM and other	286	142	24	19	3	158	128	27	131	128	161	53	29	17	9	4	2
	24%	25%	41%	30%	49%	16%	53%	8%	21%	53%	23%	25%	21%	29%	25%	23%	84%
			a				a		a	ab							
NET: Provider other than RM only	8	2	-	5	-	4	4	1	3	4	3	1	*	2	*	*	-
	1%	*%	-%	7%	-%	*%	2%	*%	*%	2%	*%	*%	*%	2%	*%	1%	-%
				ab			a							a			

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

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Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Royal Mail	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
	99%	100%	99%	95%	99%	99%	100%	93%	100%	95%	100%	100%	-%
		c					b		b				
Parcelforce	50	33	4	3	2	6	43	7	36	14	-	48	2
	4%	7%	7%	9%	7%	27%	4%	7%	3%	9%	-%	17%	25%
										a		a	
Hermes	45	33	7	*	2	1	29	16	26	19	-	45	*
	4%	7%	11%	1%	7%	5%	3%	15%	3%	12%	-%	16%	6%
			c					a		a		a	
DHL	38	24	*	7	*	3	27	11	18	21	-	38	*
	3%	5%	1%	17%	2%	11%	2%	11%	2%	13%	-%	13%	3%
				ab				a		a		a	
UPS	32	12	4	8	3	5	15	17	10	23	-	31	1
	3%	2%	6%	21%	12%	22%	1%	16%	1%	15%	-%	11%	8%
				ab				a		a		a	
FedEx	28	14	1	7	2	4	19	9	17	11	-	26	1
	2%	3%	2%	18%	8%	16%	2%	8%	2%	7%	-%	9%	19%
				ab				a		a		a	
Interlink / Interlink Express / Direct	27	6	5	2	7	7	17	10	12	15	-	27	-
	2%	1%	8%	4%	29%	29%	2%	9%	1%	10%	-%	9%	-%
			a					a		a		a	
TNT Express	27	12	8	3	-	1	18	8	9	17	-	27	-
	2%	3%	12%	9%	-%	3%	2%	8%	1%	11%	-%	9%	-%
			a	a				a		a		a	
APC	20	11	5	*	4	*	10	10	6	14	-	20	*
	2%	2%	8%	*%	15%	1%	1%	9%	1%	9%	-%	7%	3%
			a					a		a		a	
TNT	17	9	7	1	*	-	11	6	7	10	-	16	1
	1%	2%	11%	2%	2%	-%	1%	6%	1%	6%	-%	6%	12%
			a					a		a		a	
DPD	13	5	4	2	1	1	7	7	7	7	-	12	1
	1%	1%	6%	4%	5%	3%	1%	6%	1%	4%	-%	4%	19%
			a					a		a		a	
UK Mail	13	8	-	*	2	3	7	6	7	6	-	12	*
	1%	2%	-%	1%	8%	11%	1%	6%	1%	4%	-%	4%	6%
								a		a		a	
Yodel	11	8	3	-	*	*	8	3	6	5	-	11	-
	1%	2%	5%	-%	1%	*%	1%	3%	1%	3%	-%	4%	-%
										a		a	
DX	10	7	*	*	*	1	6	4	5	5	-	10	*
	1%	1%	*%	*%	1%	5%	1%	4%	1%	3%	-%	4%	3%
								a		a		a	
Parcels to go	10	5	2	-	-	2	8	2	7	3	-	10	-
	1%	1%	4%	-%	-%	10%	1%	2%	1%	2%	-%	3%	-%
												a	

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

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OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Interparcel	**4**	4	-	*	-	-	-	4	-	4	-	4	-
	***%**	*1%*	-%	**%*	-%	-%	-%	*4%* a	-%	*3%* a	-%	*1%* a	-%
Pitney Bowes	**3**	-	*	-	*	*	-	3	-	3	-	-	3
	***%**	-%	**%*	-%	*1%*	*1%*	-%	*3%* a	-%	*2%* a	-%	-%	*40%*
Fastway Couriers	**2**	1	-	1	-	-	1	1	*	1	-	1	*
	***%**	**%*	-%	*1%*	-%	-%	**%*	*1%*	**%*	*1%* a	-%	*1%* a	*6%*
Whistl (Previously known as TNT Post)	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	***%**	**%*	-%	-%	-%	-%	**%*	-%	-%	*1%* a	-%	*1%* a	-%
Local Courier	**2**	1	-	-	-	1	1	1	*	1	-	2	-
	***%**	**%*	-%	-%	-%	*5%*	**%*	*1%* a	**%*	*1%* a	-%	*1%* a	-%
Collect Plus	**1**	-	-	1	-	-	1	-	1	-	-	1	-
	***%**	-%	-%	*3%* a	-%	-%	**%*	-%	**%*	-%	-%	**%*	-%
Neo Post	**1**	*	-	-	-	-	*	*	*	*	-	*	*
	***%**	**%*	-%	-%	-%	-%	**%*	**%*	**%*	**%*	-%	**%*	*6%*
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	***%**	-%	-%	-%	**%*	-%	-%	**%*	-%	**%*	-%	**%*	-%
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	***%**	**%*	-%	-%	-%	-%	**%*	-%	**%*	-%	-%	**%*	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	30	21	2	1	1	*	17	13	12	18	-	29	1
	2%	4%	3%	3%	6%	1%	2%	12%	1%	12%	-%	10%	11%
								a		a		a	
NET: RM Only	906	319	20	17	6	7	906	-	906	-	906	-	-
	76%	65%	31%	42%	23%	28%	83%	-%	87%	-%	100%	-%	-%
		bc					b		b		b		
NET: RM and other	286	172	42	21	19	17	186	100	140	146	-	286	-
	24%	35%	67%	53%	77%	71%	17%	93%	13%	95%	-%	100%	-%
			a	a				a		a		a	
NET: Provider other than RM only	8	1	1	2	*	*	-	8	-	8	-	-	8
	1%	*%	1%	5%	1%	1%	-%	7%	-%	5%	-%	-%	100%
				a				a		a			

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Royal Mail	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
	99%	*99%*	*99%*	*100%*	*99%*	*99%*	*100%*	*99%*	*100%*	*99%*	*100%*	*99%*	*100%*	*100%*	*99%*	*99%*	*99%*
Parcelforce	**50**	19	12	18	37	31	40	45	20	25	31	35	-	14	25	45	12
	4%	*3%*	*5%*	*6%*	*3%*	*5%*	*4%*	*9%*	*5%*	*10%*	*4%*	*10%*	*-%*	*5%*	*6%*	*4%*	*12%*
				a				**abcg**		**abceg**		c					**ab**
Hermes	**45**	24	4	14	29	23	33	38	13	17	22	20	-	23	23	41	1
	4%	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*7%*	*3%*	*6%*	*3%*	*6%*	*-%*	*8%*	*5%*	*4%*	*1%*
								abceg		**abcg**							
DHL	**38**	21	7	11	36	27	36	29	12	11	20	19	-	15	25	38	6
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*3%*	*6%*	*-%*	*5%*	*6%*	*3%*	*6%*
								acg							b		
UPS	**32**	11	8	13	23	14	23	31	9	22	21	28	-	4	22	26	8
	3%	*2%*	*4%*	*4%*	*2%*	*2%*	*2%*	*6%*	*3%*	*8%*	*3%*	*8%*	*-%*	*1%*	*5%*	*2%*	*8%*
				a				**abceg**		**abceg**		c			b		b
FedEx	**28**	12	3	13	21	15	22	27	5	21	17	23	-	4	24	24	6
	2%	*2%*	*1%*	*4%*	*2%*	*2%*	*2%*	*5%*	*1%*	*8%*	*2%*	*7%*	*-%*	*1%*	*6%*	*2%*	*6%*
								abceg		**abceg**		c			b		b
Interlink / Interlink Express / Direct	**27**	4	10	13	18	14	20	27	10	23	14	27	-	-	19	27	9
	2%	*1%*	*5%*	*4%*	*2%*	*2%*	*2%*	*5%*	*3%*	*8%*	*2%*	*8%*	*-%*	*-%*	*5%*	*2%*	*9%*
			a	a				**abcg**		**abceg**		c			b		b
TNT Express	**27**	15	6	6	20	17	24	21	11	17	18	22	-	2	13	25	8
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*6%*	*2%*	*6%*	*-%*	*1%*	*3%*	*2%*	*8%*
								ac		**abceg**		c					**ab**
APC	**20**	8	3	9	17	9	17	20	8	13	16	16	-	4	9	18	1
	2%	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*4%*	*2%*	*5%*	*2%*	*5%*	*-%*	*1%*	*2%*	*2%*	*1%*
								abcg		**abcg**		c					
TNT	**17**	6	5	6	11	5	11	10	6	7	13	13	-	4	9	14	2
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%*	*-%*	*1%*	*2%*	*1%*	*2%*
										abc							
DPD	**13**	6	4	3	12	8	12	11	4	9	7	9	-	3	8	13	4
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*-%*	*1%*	*2%*	*1%*	*4%*
										abcg							b
UK Mail	**13**	1	5	7	8	8	10	12	3	11	5	13	*	-	12	12	5
	1%	**%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%*	*1%*	*4%*	*4%*	*-%*	*3%*	*1%*	*5%*
			a	a				**acg**		**abceg**		c			b		b
Yodel	**11**	4	*	7	5	8	11	10	3	7	7	8	-	3	9	9	3
	1%	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*3%*
				ab				a		**acg**					b		
DX	**10**	4	1	4	10	8	10	9	2	2	10	3	-	6	8	10	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*
Parcels to go	**10**	2	-	8	7	4	7	10	4	7	6	7	-	3	7	10	4
	1%	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*4%*
				ab				**ac**		**abcg**							b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Interparcel	**4**	2	*	-	2	*	2	4	-	4	2	4	-	-	4	4	2
	%	*%*	*%*	-%	*%*	*%*	*%*	*1%*	-%	*2%*	*%*	*1%*	-%	-%	*1%*	*%*	*2%*
								bc		**abceg**							
Pitney Bowes	**3**	*	3	*	3	3	3	*	*	*	*	*	-	*	1	3	*
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*
			a														
Fastway Couriers	**2**	1	1	-	2	1	2	2	1	2	1	2	-	-	1	2	1
	%	*%*	*%*	-%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	-%	-%	*%*	*%*	*1%*
Whistl (Previously known as TNT Post)	**2**	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
	%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	-%	*1%*	*%*	*%*	-%
Local Courier	**2**	*	-	2	2	2	2	2	*	2	2	2	-	*	2	2	-
	%	*%*	-%	*1%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	-%	*%*	*%*	*%*	-%
Collect Plus	**1**	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	%	-%	-%	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	*%*	-%	-%	-%	*%*	*1%*
																	ab
Neo Post	**1**	*	*	-	1	1	1	-	*	-	1	-	-	*	-	1	-
	%	*%*	*%*	-%	*%*	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	%	-%	-%	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	*%*	-%	-%	*%*	*%*	-%
Legal Post	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	-%	-%	*%*	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**30**	20	3	7	28	16	28	24	10	15	21	19	3	4	15	28	4
	2%	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*5%*	*3%*	*6%*	*3%*	*5%*	*47%*	*2%*	*4%*	*2%*	*4%*
								abc		**abcg**		c					
NET: RM Only	**906**	512	165	222	846	492	860	272	260	103	604	146	3	215	253	859	49
	76%	*80%*	*75%*	*68%*	*78%*	*73%*	*77%*	*52%*	*72%*	*39%*	*77%*	*42%*	*49%*	*75%*	*61%*	*76%*	*49%*
		c			**bdef**	**df**	**def**	f	**df**		**df**			a	c	**ac**	
NET: RM and other	**286**	126	52	102	230	173	249	246	100	161	181	197	3	71	160	267	50
	24%	*20%*	*24%*	*31%*	*21%*	*26%*	*22%*	*47%*	*28%*	*60%*	*23%*	*57%*	*51%*	*25%*	*38%*	*24%*	*50%*
				a		a		**abceg**	**ac**	**abcdeg**		c			b		**ab**

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	***b**	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
NET: Provider other than RM only	**8**	5	3	1	5	5	5	3	1	3	2	3	-	*	3	7	1
	1%	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*

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

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Royal Mail	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
	99%	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*98%*	*98%*	*99%*	*100%*
Parcelforce	**50**	37	26	4	3	40	45	45	47	43	46	2	36	46	11	14	31	3
	4%	*4%*	*3%*	*7%*	*18%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*37%*	*5%*	*4%*	*7%*	*8%* b	*3%*	*3%*
Hermes	**45**	25	25	3	*	35	44	35	44	36	45	-	26	41	5	20	25	-
	4%	*3%*	*3%*	*5%*	*1%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*3%*	*12%* **bc**	*3%*	*-%*
DHL	**38**	32	24	*	-	38	38	37	38	37	38	-	27	35	10	12	25	1
	3%	*4%*	*3%*	**%*	*-%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*-%*	*4%*	*3%*	*6%* b	*7%* **bc**	*3%*	*1%*
UPS	**32**	21	14	2	-	29	32	30	32	32	32	-	22	29	13	7	25	1
	3%	*2%*	*2%*	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*8%* **ab**	*4%*	*3%*	**%*
FedEx	**28**	19	10	1	1	23	28	23	28	27	28	-	25	25	14	4	22	1
	2%	*2%*	*1%*	*2%*	*9%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*-%*	*4%*	*2%*	*8%* **ab**	*2%*	*2%*	*1%*
Interlink / Interlink Express / Direct	**27**	21	17	4	1	21	27	22	27	25	27	-	22	27	8	7	18	1
	2%	*2%*	*2%*	*6%* c	*9%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*-%*	*3%*	*2%*	*5%* b	*4%*	*2%*	*1%*
TNT Express	**27**	21	15	4	-	23	27	25	27	24	27	-	18	27	4	5	19	3
	2%	*2%*	*2%*	*6%* c	*-%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*-%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*
APC	**20**	9	13	*	*	19	20	14	20	19	20	-	15	20	3	8	11	*
	2%	*1%*	*2%*	**%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*5%* **bc**	*1%*	**%*
TNT	**17**	7	13	*	-	16	14	13	14	13	17	-	10	14	2	8	7	2
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*5%* b	*1%*	*2%*
DPD	**13**	10	8	-	-	12	13	13	13	13	13	-	10	13	5	4	9	*
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*3%* b	*2%*	*1%*	**%*
UK Mail	**13**	11	8	*	-	12	13	13	13	13	13	-	8	13	3	8	5	-
	1%	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*5%* **bc**	*1%*	*-%*
Yodel	**11**	8	5	*	-	11	11	9	11	9	11	-	7	11	-	4	7	-
	1%	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*	*1%*	*-%*
DX	**10**	7	6	1	-	9	10	10	10	10	10	-	9	10	1	2	8	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*
Parcels to go	**10**	10	8	-	*	9	10	10	10	10	10	-	7	10	2	4	6	-
	1%	*1%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*
Interparcel	**4**	4	*	-	-	4	4	4	4	4	4	-	2	4	4	2	2	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*3%* **ab**	*1%* b	**%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Pitney Bowes	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Fastway Couriers	2	1	1	-	-	1	2	2	2	2	2	-	*	2	1	*	1	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	*%	*%	*%
Whistl (Previously known as TNT Post)	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Local Courier	2	1	1	-	-	2	2	2	2	2	2	-	*	2	*	-	2	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Collect Plus	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	-%
Neo Post	1	*	*	-	-	*	1	1	1	1	1	-	1	1	-	*	-	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	-	-	*	-	*	*	*	-	*	*	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	30	21	16	3	-	24	27	24	27	27	30	-	20	29	6	1	21	7
	2%	2%	2%	5%	-%	2%	2%	2%	2%	3%	3%	-%	3%	3%	4%	*%	2%	6%
																		ab
NET: RM Only	906	680	565	41	13	842	883	732	890	669	881	4	501	869	103	92	714	98
	76%	77%	76%	67%	75%	77%	76%	74%	76%	72%	75%	63%	71%	76%	62%	56%	78%	83%
							d		d				c	ac			a	a
NET: RM and other	286	203	174	20	4	251	275	247	276	257	282	2	201	272	61	70	194	20
	24%	23%	24%	33%	25%	23%	24%	25%	24%	28%	24%	37%	28%	24%	36%	43%	21%	17%
										ac			b		ab	bc		
NET: Provider other than RM only	8	-	-	-	-	-	8	7	8	7	8	-	4	8	3	3	5	*
	1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	1%	2%	2%	1%	*%

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

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Royal Mail	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
	99%	*97%*	*99%*	*100%* a	*100%*	*99%*	*99%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*97%*
Parcelforce	**50**	10	8	32	27	23	44	6	43	2	6	43	9	42
	4%	*10%* c	*12%* c	*3%*	*4%*	*5%*	*4%*	*6%*	*5%*	*3%*	*3%*	*4%*	*24%*	*25%*
Hermes	**45**	9	5	31	32	13	45	-	29	6	18	27	9	36
	4%	*9%* c	*8%* c	*3%*	*4%*	*3%*	*4%* b	*-%*	*3%*	*8%* a	*8%* b	*3%*	*23%*	*22%*
DHL	**38**	15	*	21	26	12	38	*	24	6	19	19	6	33
	3%	*14%* **bc**	**%*	*2%*	*4%*	*3%*	*3%*	**%*	*3%*	*9%* a	*9%* b	*2%*	*15%*	*20%*
UPS	**32**	10	5	15	17	16	31	1	24	4	10	22	9	23
	3%	*9%* c	*8%* c	*1%*	*2%*	*3%*	*3%*	*1%*	*3%*	*6%*	*4%*	*2%*	*24%*	*14%*
FedEx	**28**	6	5	17	12	15	27	*	14	5	10	16	6	21
	2%	*6%* c	*8%* c	*2%*	*2%*	*3%*	*3%*	**%*	*2%*	*8%* a	*5%* b	*2%*	*17%*	*13%*
Interlink / Interlink Express / Direct	**27**	11	1	14	18	8	27	-	18	1	7	20	2	6
	2%	*11%* **bc**	*2%*	*1%*	*3%*	*2%*	*2%*	*-%*	*2%*	*1%*	*3%*	*2%*	*4%*	*4%*
TNT Express	**27**	6	3	18	19	8	23	4	19	*	5	22	-	6
	2%	*5%* c	*5%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	*2%*	*-%*	*4%*
APC	**20**	5	2	13	15	5	20	-	18	1	6	14	3	3
	2%	*5%* c	*3%*	*1%*	*2%*	*1%*	*2%*	*-%*	*2%*	*2%*	*3%*	*1%*	*7%*	*2%*
TNT	**17**	12	1	5	13	4	17	-	15	-	3	13	4	13
	1%	*11%* **bc**	*1%*	**%*	*2%*	*1%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*10%*	*8%*
DPD	**13**	2	-	11	6	8	12	2	9	-	7	5	1	2
	1%	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*3%* b	*1%*	*4%*	*1%*
UK Mail	**13**	2	2	7	10	3	13	-	10	-	2	10	1	12
	1%	*2%*	*3%* c	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%*	*7%*
Yodel	**11**	2	*	9	5	6	11	-	7	2	6	5	2	9
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*3%* a	*3%* b	*1%*	*6%*	*5%*
DX	**10**	1	-	8	9	1	10	-	5	-	*	10	1	10
	1%	*1%*	*-%*	*1%*	*1%* b	**%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*2%*	*6%*
Parcels to go	**10**	2	-	8	10	-	10	-	5	-	3	7	-	4
	1%	*2%*	*-%*	*1%*	*1%* b	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Interparcel	**4**	4	-	-	2	2	4	-	3	2	2	2	2	*
	***%**	*4%*	-%	-%	*%*	*%*	*%*	-%	*%*	*2%*	*1%*	*%*	*6%*	*%*
		c								a			b	
Pitney Bowes	**3**	*	-	3	1	2	3	-	-	-	-	-	*	3
	***%**	*%*	-%	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	*1%*	*2%*
Fastway Couriers	**2**	*	*	1	2	-	2	-	1	-	*	1	*	1
	***%**	*%*	*1%*	*%*	*%*	-%	*%*	-%	*%*	-%	*%*	*%*	*%*	*1%*
Whistl (Previously known as TNT Post)	**2**	2	-	*	2	-	2	-	-	*	2	-	-	2
	***%**	*2%*	-%	*%*	*%*	-%	*%*	-%	-%	*%*	*1%*	-%	-%	*1%*
		c									b			
Local Courier	**2**	-	-	2	1	1	2	-	1	-	-	2	*	1
	***%**	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	*1%*	*1%*
Collect Plus	**1**	1	-	-	-	1	1	-	1	-	1	-	-	1
	***%**	*1%*	-%	-%	-%	*%*	*%*	-%	*%*	-%	*1%*	-%	-%	*1%*
		c									b			
Neo Post	**1**	-	-	1	1	-	1	-	*	-	-	*	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	-%
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	-	-	*	-	*	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**30**	6	-	23	19	10	28	2	24	3	4	24	1	10
	2%	6%	-%	2%	3%	2%	3%	2%	3%	4%	2%	3%	2%	6%
		bc												
NET: RM Only	**906**	24	42	840	538	368	809	97	726	46	140	766	-	-
	76%	23%	64%	82%	74%	78%	74%	87%	77%	68%	64%	79%	-%	-%
			a	ab				a				a		
NET: RM and other	**286**	77	23	182	186	100	272	14	212	22	78	208	34	161
	24%	75%	35%	18%	26%	21%	25%	13%	23%	32%	36%	21%	93%	97%
		bc	c				b				b			
NET: Provider other than RM only	**8**	3	*	5	3	5	8	-	-	-	-	-	3	5
	1%	3%	1%	*%	*%	1%	1%	-%	-%	-%	-%	-%	7%	3%
		c												

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Royal Mail	**1192**	168	6	100	162	140	55	97	246	118	131	143
	99%	*96%*	*100%*	*100%*	*100%*	*100%*	*98%*	*100%*	*100%*	*98%*	*99%*	*99%*
Parcelforce	**50**	42	-	5	7	4	1	7	9	5	5	8
	4%	*24%*	*-%*	*5%*	*4%*	*3%*	*1%*	*7%*	*4%*	*4%*	*4%*	*6%*
Hermes	**45**	44	-	3	2	3	2	3	15	4	4	9
	4%	*25%*	*-%*	*3%*	*1%*	*2%*	*3%*	*3%*	*6%*	*4%*	*3%*	*6%*
DHL	**38**	30	2	5	10	4	1	2	4	4	5	4
	3%	*17%*	*37%*	*5%*	*6%*	*3%*	*2%*	*2%*	*1%*	*3%*	*4%*	*3%*
UPS	**32**	27	5	4	7	5	*	2	3	*	4	8
	3%	*15%*	*74%*	*4%*	*4%*	*3%*	*1%*	*2%*	*1%*	**%*	*3%*	*5%* a
FedEx	**28**	26	-	3	4	4	*	-	3	2	4	7
	2%	*15%*	*-%*	*3%*	*3%*	*3%*	**%*	*-%*	*1%*	*1%*	*3%*	*5%*
Interlink / Interlink Express / Direct	**27**	8	-	-	2	2	-	4	5	2	5	6
	2%	*4%*	*-%*	*-%*	*1%*	*2%*	*-%*	*4%*	*2%*	*2%*	*4%*	*4%*
TNT Express	**27**	6	-	-	2	2	-	2	6	6	9	*
	2%	*4%*	*-%*	*-%*	*1%*	*1%*	*-%*	*2%*	*2%*	*5%* c	*7%* c	**%*
APC	**20**	6	-	7	3	3	1	-	2	1	-	2
	2%	*3%*	*-%*	*7%* b	*2%*	*2%*	*2%*	*-%*	*1%*	*1%*	*-%*	*2%*
TNT	**17**	14	-	5	1	1	*	7	3	-	-	-
	1%	*8%*	*-%*	*5%* b	*1%*	*1%*	**%*	*7%* c	*1%*	*-%*	*-%*	*-%*
DPD	**13**	4	-	*	2	2	-	*	1	3	-	6
	1%	*2%*	*-%*	**%*	*1%*	*1%*	*-%*	**%*	**%*	*3%*	*-%*	*4%* b
UK Mail	**13**	12	-	-	*	-	3	5	*	*	4	*
	1%	*7%*	*-%*	*-%*	**%*	*-%*	*5%* c	*5%* c	**%*	**%*	*3%*	**%*
Yodel	**11**	9	2	-	2	*	1	-	1	3	-	5
	1%	*5%*	*26%*	*-%*	*1%*	**%*	*1%*	*-%*	**%*	*2%*	*-%*	*3%*
DX	**10**	9	-	-	2	2	-	1	*	2	*	3
	1%	*5%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	*2%*
Parcels to go	**10**	4	-	-	-	*	-	3	-	2	2	1
	1%	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*3%* c	*-%*	*2%*	*2%*	*1%*
Interparcel	**4**	*	2	-	*	-	-	-	2	-	-	2
	****%***	**%*	*37%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
Pitney Bowes	**3**	3	-	*	*	-	*	-	*	2	-	-
	****%***	*2%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*2%*	*-%*	*-%*
Fastway Couriers	**2**	1	-	-	1	*	-	-	-	-	1	-
	****%***	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 21 (continuation)

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Whistl (Previously known as TNT Post)	2	2	-	-	*	-	-	2	-	-	-	-
	*%	1%	-%	-%	*%	-%	-%	2% c	-%	-%	-%	-%
Local Courier	2	1	-	*	-	-	-	1	*	-	-	-
	*%	1%	-%	*%	-%	-%	-%	1%	*%	-%	-%	-%
Collect Plus	1	1	-	-	-	-	-	-	1	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Neo Post	1	*	-	-	-	*	-	-	-	*	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Priority Express	*	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	*	*	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV4. And who does your organisation use for its mail service? Combined
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None	*****	-	-	-	-	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**30**	11	-	4	4	8	4	-	8	-	-	1
	2%	*6%*	*-%*	*4%*	*3%*	*6%*	*7%*	*-%*	*3%*	*-%*	*-%*	*1%*
							b					
NET: RM Only	**906**	-	-	70	129	105	45	67	194	86	102	108
	76%	*-%*	*-%*	*70%*	*80%*	*75%*	*80%*	*69%*	*78%*	*71%*	*78%*	*75%*
NET: RM and other	**286**	168	6	30	33	35	10	30	53	32	29	35
	24%	*96%*	*100%*	*30%*	*20%*	*25%*	*19%*	*31%*	*21%*	*26%*	*22%*	*24%*
NET: Provider other than RM only	**8**	7	-	*	1	*	1	-	*	3	1	2
	1%	*4%*	*-%*	**%*	**%*	**%*	*2%*	*-%*	**%*	*2%*	*1%*	*1%*

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

Ofcom; Business Postal Tracker
Table 22

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Royal Mail	**1092**	64	107	124	65	80	172	166	78	76	55	59	47	931
	91%	*89%*	*87%*	*92%*	*92%*	*92%*	*92%*	*92%*	*84%*	*90%*	*97%*	*97%*	*94%*	*90%*
											abhim	**abhim**	h	
Hermes	**16**	-	5	2	1	-	3	3	2	-	-	*	-	15
	1%	*-%*	*4%*	*2%*	*2%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*
			jl											
APC	**10**	*	-	*	-	1	2	5	-	1	-	-	-	10
	1%	**%*	*-%*	**%*	*-%*	*1%*	*1%*	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*
								jk						
Interlink / Interlink Express / Direct	**10**	-	3	-	-	-	2	3	-	1	-	-	-	10
	1%	*-%*	*3%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*
			jk											
TNT Express	**8**	3	-	-	-	1	-	2	1	-	-	*	-	8
	1%	*4%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*	**%*	*-%*	*1%*
		bfjklm												
DHL	**6**	-	1	-	-	-	3	-	-	1	*	-	-	6
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*
UPS	**6**	-	*	*	-	-	2	-	2	1	-	-	-	6
	****%***	*-%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*1%*
FedEx	**6**	2	*	-	1	-	*	2	-	-	-	-	*	6
	****%***	*2%*	**%*	*-%*	*2%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*
Parcelforce	**5**	-	-	3	-	-	-	-	2	-	*	*	-	4
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	**%*
UK Mail	**5**	-	3	-	-	-	*	-	2	-	-	-	-	5
	****%***	*-%*	*3%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*
			jkm											
DPD	**5**	-	-	-	-	-	*	*	1	2	-	-	*	5
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*2%*	*3%*	*-%*	*-%*	*1%*	**%*
										jkm				
DX	**4**	-	-	-	1	2	-	-	-	*	-	-	-	4
	****%***	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*
						jklm								
Interparcel	**4**	-	-	-	-	-	2	-	2	-	-	-	-	4
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*
Pitney Bowes	**3**	-	-	2	-	*	-	-	-	-	-	*	-	3
	****%***	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
Yodel	**2**	1	-	-	*	*	-	-	-	-	*	-	-	2
	****%***	*2%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*
		m												
Parcels to go	**2**	-	-	-	-	1	-	-	-	-	-	*	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*
						m								
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
													m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
TNT	**1**	-	-	-	-	-	-	*	*	-	-	-	*	1
	***%**	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	*%
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	1% m	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
													m	
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**14**	2	3	3	1	-	*	-	3	-	-	*	1	13
	1%	*2%*	*3%*	*2%*	*2%*	-%	*%*	-%	*4%*	-%	-%	*1%*	*2%*	*1%*
			j						j					
NET: RM	**1092**	64	107	124	65	80	172	166	78	76	55	59	47	931
	91%	*89%*	*87%*	*92%*	*92%*	*92%*	*92%*	*92%*	*84%*	*90%*	*97%*	*97%*	*94%*	*90%*
											abhim	**abhim**	h	
NET: Provider other than RM	**107**	8	16	11	5	7	16	15	15	8	2	2	2	101
	9%	*11%*	*13%*	*8%*	*8%*	*8%*	*8%*	*8%*	*16%*	*10%*	*3%*	*3%*	*5%*	*10%*
		jk	**jkl**						**jkl**	**jk**				**jk**

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Royal Mail	**1092**	117	77	16	86	273	59	430	1050	27	8	8	42	515	577
	91%	*98%*	*74%*	*97%*	*97%*	*88%*	*100%*	*93%*	*91%*	*88%*	*86%*	*93%*	*88%*	*89%*	*93%*
		beg			**be**	b	**be**	**be**							a
Hermes	**16**	1	-	-	-	9	-	6	16	-	-	-	-	14	2
	1%	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*
									e					b	
APC	**10**	-	2	-	-	1	-	5	10	1	-	-	1	4	6
	1%	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*
Interlink / Interlink Express / Direct	**10**	-	4	-	-	3	-	3	9	-	*	-	*	5	4
	1%	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*	*-%*	**%*	*1%*	*1%*
			adeg												
TNT Express	**8**	-	*	-	-	6	-	2	8	*	-	-	*	4	4
	1%	*-%*	**%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*
DHL	**6**	-	*	-	1	4	-	*	6	*	-	*	*	-	6
	****%***	*-%*	**%*	*-%*	*2%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	*3%*	*1%*	*-%*	*1%*
					g	g						a			a
UPS	**6**	-	5	-	-	*	-	-	5	*	*	*	1	3	3
	****%***	*-%*	*5%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*2%*	*2%*	*1%*	*1%*	**%*
			adeg												
FedEx	**6**	-	3	-	-	3	-	-	5	*	*	-	*	4	2
	****%***	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*3%*	*-%*	*1%*	*1%*	**%*
			g			g					a				
Parcelforce	**5**	-	-	-	*	*	-	5	5	-	*	-	*	4	1
	****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*1%*	**%*	*-%*	*2%*	*-%*	**%*	*1%*	**%*
UK Mail	**5**	-	*	-	-	3	-	1	5	*	-	-	*	1	4
	****%***	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*
DPD	**5**	1	3	-	-	1	-	-	4	1	-	-	1	3	2
	****%***	*1%*	*3%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*1%*	*1%*	**%*
		g	**eg**							a					
DX	**4**	-	1	-	-	1	-	1	4	*	*	-	*	1	3
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*1%*	*2%*	*-%*	*1%*	**%*	**%*
											a				
Interparcel	**4**	-	2	-	-	-	-	2	4	-	-	-	-	-	4
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
			e												
Pitney Bowes	**3**	-	-	-	*	2	-	*	2	*	*	-	*	3	*
	****%***	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	**%*	*1%*	*1%*	*-%*	*1%*	**%*	**%*
Yodel	**2**	-	*	-	-	1	-	1	2	*	-	-	*	*	2
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*
										a					
Parcels to go	**2**	-	*	-	-	1	-	-	2	-	-	-	-	1	*
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*

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

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Fastway Couriers	**1**	-	*	*	-	-	-	-	1	-	-	-	-	*	*
	***%**	-%	*%	*3%*	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
TNT	**1**	-	*	-	-	-	-	*	-	*	*	*	1	1	*
	***%**	-%	*%	-%	-%	-%	-%	*%	-%	*1%*	*2%*	*2%*	*1%*	*%	*%
										a	a	a	a		
Neo Post	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	14	-	5	-	-	*	*	4	13	1	-	-	1	11	3
	1%	-%	5%	-%	-%	*%	*%	1%	1%	2%	-%	-%	1%	2%	*%
			adeg											b	
NET: RM	1092	117	77	16	86	273	59	430	1050	27	8	8	42	515	577
	91%	98%	74%	97%	97%	88%	100%	93%	91%	88%	86%	93%	88%	89%	93%
		beg			be	b	be	be							a
NET: Provider other than RM	107	2	27	*	3	36	*	32	102	4	1	1	6	61	46
	9%	2%	26%	3%	3%	12%	*%	7%	9%	12%	14%	7%	12%	11%	7%
			adefg			adfg		a						b	

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Royal Mail	1092	535	46	51	5	920	172	332	588	172	648	193	137	53	33	16	3
	91%	92%	80%	79%	91%	96%	72%	98%	95%	72%	91%	91%	96%	88%	96%	99%	100%
		bc				b		bc	c				ad			d	
Hermes	16	9	2	-	-	6	9	2	4	9	12	1	-	-	-	-	-
	1%	2%	3%	-%	-%	1%	4%	1%	1%	4%	2%	1%	-%	-%	-%	-%	-%
							a			ab							
APC	10	4	-	*	-	1	9	-	1	9	6	-	2	-	-	-	-
	1%	1%	-%	*%	-%	*%	4%	-%	*%	4%	1%	-%	1%	-%	-%	-%	-%
							a			ab							
Interlink / Interlink Express / Direct	10	2	3	-	*	2	7	-	2	7	5	4	-	*	-	-	-
	1%	*%	5%	-%	3%	*%	3%	-%	*%	3%	1%	2%	-%	*%	-%	-%	-%
			ac				a			ab							
TNT Express	8	1	-	*	-	2	7	-	2	7	8	*	-	-	-	-	-
	1%	*%	-%	*%	-%	*%	3%	-%	*%	3%	1%	*%	-%	-%	-%	-%	-%
							a			ab							
DHL	6	*	-	5	-	3	3	-	3	3	2	2	-	3	-	-	-
	*%	*%	-%	8%	-%	*%	1%	-%	1%	1%	*%	1%	-%	4%	-%	-%	-%
				ab										abc			
UPS	6	2	1	-	-	3	3	-	3	3	1	2	3	*	-	-	-
	*%	*%	2%	-%	-%	*%	1%	-%	*%	1%	*%	1%	2%	*%	-%	-%	-%
													a				
FedEx	6	5	-	-	*	*	6	-	*	6	6	-	*	-	-	-	-
	*%	1%	-%	-%	4%	*%	2%	-%	*%	2%	1%	-%	*%	-%	-%	-%	-%
							a			ab							
Parcelforce	5	3	-	2	-	4	2	3	*	2	4	*	-	-	-	-	-
	*%	*%	-%	3%	-%	*%	1%	1%	*%	1%	*%	*%	-%	-%	-%	-%	-%
				a				b									
UK Mail	5	3	-	-	-	2	3	-	2	3	5	-	-	-	-	-	-
	*%	1%	-%	-%	-%	*%	1%	-%	*%	1%	1%	-%	-%	-%	-%	-%	-%
							a			a							
DPD	5	1	*	*	-	3	2	1	2	2	3	2	-	-	-	-	-
	*%	*%	1%	1%	-%	*%	1%	*%	*%	1%	*%	1%	-%	-%	-%	-%	-%
DX	4	-	2	-	-	1	3	-	1	3	*	-	-	2	1	*	-
	*%	-%	4%	-%	-%	*%	1%	-%	*%	1%	*%	-%	-%	4%	4%	1%	-%
			a				a							abc	abc	a	
Interparcel	4	2	-	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	*%	*%	-%	4%	-%	-%	2%	-%	-%	2%	1%	-%	-%	-%	-%	-%	-%
				a			a			ab							
Pitney Bowes	3	-	-	2	-	3	*	-	3	*	2	*	-	-	*	-	-
	*%	-%	-%	4%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%
				a													
Yodel	2	2	*	-	-	-	2	-	-	2	*	*	-	*	-	-	-
	*%	*%	1%	-%	-%	-%	1%	-%	-%	1%	*%	*%	-%	*%	-%	-%	-%
							a			b							

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Parcels to go	2	*	-	-	-	*	1	-	*	1	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	1%	-%	*%	1%	*%	-%	-%	-%	-%	-%	-%
Fastway Couriers	1	*	-	*	-	*	*	*	-	*	*	*	-	-	-	-	-
	*%	*%	-%	1%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%
TNT	1	-	-	*	*	-	1	-	-	1	-	*	*	*	-	-	-
	*%	-%	-%	1%	2%	-%	*%	-%	-%	*%	-%	*%	*%	*%	-%	-%	-%
Neo Post	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	1% a	-%	-%	-%
Priority Express	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	14	9	3	*	-	8	6	-	8	6	4	7	1	1	-	-	-
	1%	2%	5%	*%	-%	1%	2%	-%	1%	2%	*%	3%	*%	1%	-%	-%	-%
							a		a	a		a					
NET: RM	1092	535	46	51	5	920	172	332	588	172	648	193	137	53	33	16	3
	91%	92%	80%	79%	91%	96%	72%	98%	95%	72%	91%	91%	96%	88%	96%	99%	100%
		bc				b		bc	c				ad			d	
NET: Provider other than RM	107	44	12	13	*	40	67	7	33	67	64	19	5	7	1	*	-
	9%	8%	20%	21%	9%	4%	28%	2%	5%	28%	9%	9%	4%	12%	4%	1%	-%
			a	a			a		a	ab	c			cf			

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Royal Mail	1092	449	39	25	9	17	1092	-	1042	50	906	186	-
	91%	91%	63%	62%	39%	73%	100%	-%	100%	33%	100%	65%	-%
		bc					b		b		b		
Hermes	16	11	5	-	-	-	-	16	-	16	-	15	*
	1%	2%	8%	-%	-%	-%	-%	15%	-%	10%	-%	5%	6%
			a					a		a		a	
APC	10	1	5	*	4	*	-	10	-	10	-	10	*
	1%	*%	8%	*%	15%	1%	-%	9%	-%	7%	-%	3%	3%
			a					a		a		a	
Interlink / Interlink Express / Direct	10	-	2	2	5	*	-	10	-	10	-	10	-
	1%	-%	4%	4%	22%	1%	-%	9%	-%	6%	-%	3%	-%
			a	a				a		a		a	
TNT Express	8	-	5	3	-	-	-	8	-	8	-	8	-
	1%	-%	8%	8%	-%	-%	-%	8%	-%	5%	-%	3%	-%
			a	a				a		a		a	
DHL	6	2	-	1	-	2	-	6	*	6	-	6	-
	*%	*%	-%	4%	-%	10%	-%	6%	*%	4%	-%	2%	-%
				a				a		a		a	
UPS	6	1	-	4	-	*	-	6	-	6	-	6	*
	*%	*%	-%	10%	-%	1%	-%	5%	-%	4%	-%	2%	2%
				ab				a		a		a	
FedEx	6	*	-	3	1	2	-	6	-	6	-	6	-
	*%	*%	-%	6%	6%	7%	-%	5%	-%	4%	-%	2%	-%
				ab				a		a		a	
Parcelforce	5	3	*	1	-	-	-	5	-	5	-	3	2
	*%	1%	*%	4%	-%	-%	-%	5%	-%	3%	-%	1%	25%
				a				a		a		a	
UK Mail	5	3	-	-	2	-	-	5	-	5	-	5	-
	*%	1%	-%	-%	7%	-%	-%	5%	-%	3%	-%	2%	-%
								a		a		a	
DPD	5	2	1	-	1	1	-	5	*	5	-	5	-
	*%	*%	2%	-%	5%	2%	-%	5%	*%	3%	-%	2%	-%
								a		a		a	
DX	4	1	*	-	-	1	-	4	1	3	-	4	*
	*%	*%	*%	-%	-%	5%	-%	4%	*%	2%	-%	1%	3%
								a		a		a	
Interparcel	4	4	-	-	-	-	-	4	-	4	-	4	-
	*%	1%	-%	-%	-%	-%	-%	4%	-%	3%	-%	1%	-%
								a		a		a	
Pitney Bowes	3	-	*	-	-	-	-	3	-	3	-	-	3
	*%	-%	*%	-%	-%	-%	-%	2%	-%	2%	-%	-%	35%
								a		a			
Yodel	2	1	1	-	*	-	-	2	-	2	-	2	-
	*%	*%	1%	-%	1%	-%	-%	2%	-%	1%	-%	1%	-%
								a		a		a	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Parcels to go	2	*	1	-	-	-	-	2	-	2	-	2	-
	*%	*%	2%	-%	-%	-%	-%	2%	-%	1%	-%	1%	-%
			a					a		a		a	
Fastway Couriers	1	*	-	*	-	-	-	1	-	1	-	*	*
	*%	*%	-%	1%	-%	-%	-%	1%	-%	1%	-%	*%	6%
								a		a			
TNT	1	-	*	-	*	-	-	1	-	1	-	*	*
	*%	-%	1%	-%	1%	-%	-%	1%	-%	*%	-%	*%	3%
								a		a			
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	6%
								a					
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	-	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**14**	10	2	-	1	*	-	14	2	12	-	13	1
	1%	*2%*	*3%*	-%	*5%*	*1%*	-%	*13%* a	**%*	*8%* a	-%	*5%* a	*11%*
NET: RM	**1092**	449	39	25	9	17	1092	-	1042	50	906	186	-
	91%	*91%* **bc**	*63%*	*62%*	*39%*	*73%*	*100%* b	-%	*100%* b	*33%*	*100%* b	*65%*	-%
NET: Provider other than RM	**107**	42	23	15	15	6	-	107	4	103	-	100	8
	9%	*9%*	*37%* a	*38%* a	*61%*	*27%*	-%	*100%* a	**%*	*67%* a	-%	*35%* a	*100%*

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Royal Mail	**1092**	593	200	291	1006	612	1030	423	334	192	731	256	3	276	354	1037	77
	91%	*92%*	*92%*	*90%*	*93%*	*91%*	*92%*	*81%*	*93%*	*72%*	*93%*	*74%*	*53%*	*97%*	*85%*	*92%*	*77%*
					df	**df**	**df**	f	**df**		**df**			a	c	**ac**	
Hermes	**16**	7	-	6	8	8	8	13	4	7	6	10	-	6	4	13	-
	1%	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*-%*	*2%*	*1%*	*1%*	*-%*
								acg		**acg**							
APC	**10**	4	3	4	7	5	8	10	*	7	8	10	-	-	5	8	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**%*	*3%*	*1%*	*3%*	*-%*	*-%*	*1%*	*1%*	*1%*
								ace		**abceg**		c					
Interlink / Interlink Express / Direct	**10**	4	1	4	10	3	10	10	4	10	6	10	-	-	5	10	5
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	*4%*	*1%*	*3%*	*-%*	*-%*	*1%*	*1%*	*4%*
								b		**abceg**		c					**ab**
TNT Express	**8**	6	3	-	3	5	7	8	2	8	7	8	-	-	5	8	4
	1%	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*4%*
			c					a		**abceg**		c					b
DHL	**6**	3	3	-	6	6	6	6	4	1	2	6	-	*	2	6	1
	****%***	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*
			c					g									
UPS	**6**	3	3	*	6	3	6	6	1	5	5	6	-	-	3	6	1
	****%***	**%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	**%*	*2%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*
										abce		c					
FedEx	**6**	*	*	5	4	3	4	6	-	6	2	6	-	*	5	4	1
	****%***	**%*	**%*	*2%*	**%*	**%*	**%*	*1%*	*-%*	*2%*	**%*	*2%*	*-%*	**%*	*1%*	**%*	*1%*
				a				**eg**		**abceg**		c			b		
Parcelforce	**5**	5	-	*	1	3	4	5	-	1	1	2	-	3	2	5	*
	****%***	*1%*	*-%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	**%*	**%*
								ag									
UK Mail	**5**	*	1	3	3	3	5	5	-	3	2	5	-	-	5	5	2
	****%***	**%*	*1%*	*1%*	**%*	**%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*2%*
				a				e		**aeg**		c					
DPD	**5**	3	*	2	5	3	5	5	1	4	3	5	-	-	2	5	1
	****%***	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*2%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*
										acg		c					
DX	**4**	-	1	2	4	4	4	3	1	2	4	3	-	*	3	4	-
	****%***	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	**%*	*-%*
			a	a													
Interparcel	**4**	2	-	-	2	-	2	4	-	4	2	4	-	-	4	4	2
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	*-%*	*2%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*2%*
								abc		**abceg**							b
Pitney Bowes	**3**	-	3	*	3	3	3	*	*	-	*	-	-	*	*	2	-
	****%***	*-%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
			a														

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Yodel	**2**	1	*	1	*	2	2	2	*	2	*	2	-	-	2	*	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	*1%*	*%	*1%*	-%	-%	*%	*%	-%
										ag					b		
Parcels to go	**2**	*	-	1	2	-	2	2	*	2	2	2	-	-	2	2	*
	***%**	*%	-%	*%	*%	-%	*%	*%	*%	*1%*	*%	*%	-%	-%	*%	*%	*%
										b							
Fastway Couriers	**1**	1	-	-	1	*	1	1	*	1	-	1	-	-	*	1	1
	***%**	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*1%*
																	b
TNT	**1**	*	*	-	1	1	1	1	-	*	1	*	-	*	1	1	*
	***%**	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	***%**	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**14**	8	*	4	11	6	11	13	6	8	6	10	3	*	11	12	3
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	*47%*	*%*	*3%*	*1%*	*3%*
								abcg		**abcg**		c			b		
NET: RM	**1092**	593	200	291	1006	612	1030	423	334	192	731	256	3	276	354	1037	77
	91%	*92%*	*92%*	*90%*	*93%*	*91%*	*92%*	*81%*	*93%*	*72%*	*93%*	*74%*	*53%*	*97%*	*85%*	*92%*	*77%*
					df	**df**	**df**	f	**df**		**df**			a	c	**ac**	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
NET: Provider other than RM	**107**	49	19	33	75	58	85	99	27	74	57	89	3	10	62	95	23
	9%	*8%*	*8%*	*10%*	*7%*	*9%*	*8%*	*19%*	*7%*	*28%*	*7%*	*26%*	*47%*	*3%*	*15%*	*8%*	*23%*
								abceg		**abcdeg**		c			b		**ab**

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Royal Mail	**1092**	817	689	55	17	1009	1058	891	1066	827	1063	6	629	1046	135	126	849	112
	91%	*93%*	*93%*	*89%*	*97%*	*92%*	*91%*	*90%*	*91%*	*89%*	*91%*	*100%*	*89%* c	*91%* c	*81%*	*76%*	*93%* a	*96%* a
Hermes	**16**	6	7	-	-	10	16	16	16	16	15	-	11	13	4	12	4	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*	*2%*	*1%*	*3%*	*7%* bc	**%*	*-%*
APC	**10**	3	6	*	-	10	10	8	10	10	10	-	8	10	3	5	5	-
	1%	**%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*3%* b	*1%*	*-%*
Interlink / Interlink Express / Direct	**10**	5	7	2	-	7	10	7	10	10	10	-	10	10	4	5	5	-
	1%	*1%*	*1%*	*4%* c	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*3%* b	*3%* b	*1%*	*-%*
TNT Express	**8**	7	2	2	-	7	8	7	8	8	8	-	7	8	3	-	8	-
	1%	*1%*	**%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*
DHL	**6**	6	1	*	-	6	6	4	6	6	6	-	2	6	-	1	5	-
	****%***	*1%*	**%*	**%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	**%*	*-%*	*1%*	*1%*	*-%*
UPS	**6**	3	4	-	-	6	6	6	6	6	6	-	3	6	1	-	6	-
	****%***	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*
FedEx	**6**	4	4	1	-	4	6	4	6	6	6	-	4	3	1	2	4	-
	****%***	**%*	*1%*	*2%*	*-%*	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*1%*	**%*	*1%*	*1%*	**%*	*-%*
Parcelforce	**5**	3	3	-	-	3	5	5	5	5	5	-	5	5	1	1	4	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*1%*	**%*	*1%*	*1%*	**%*	*-%*
UK Mail	**5**	5	3	-	-	5	5	5	5	5	5	-	3	5	2	3	2	-
	****%***	*1%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	**%*	*1%*	*2%* b	**%*	*-%*
DPD	**5**	3	2	-	-	5	5	5	5	5	5	-	2	5	1	2	3	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*
DX	**4**	2	4	1	-	3	4	4	4	4	4	-	3	4	-	1	2	*
	****%***	**%*	*1%*	*2%* c	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*1%*	**%*	**%*
Interparcel	**4**	4	-	-	-	4	4	4	4	4	4	-	2	4	4	2	2	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*2%* ab	*1%* b	**%*	*-%*
Pitney Bowes	**3**	-	-	-	-	-	3	3	3	3	3	-	*	3	-	*	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*
Yodel	**2**	*	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Parcels to go	**2**	2	1	-	*	1	2	2	2	2	2	-	2	2	*	1	*	-
	****%***	**%*	**%*	*-%*	*3%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*1%* b	**%*	*-%*
Fastway Couriers	**1**	*	*	-	-	-	1	1	1	1	1	-	*	1	1	*	*	-
	****%***	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*1%*	**%*	**%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
TNT	1	*	*	-	-	*	1	1	1	*	1	-	*	1	*	*	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	-	-	-	-	-	*	-	*	*	*	-	*	*	-	-	*	-
	***%**	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**14**	11	5	-	-	11	14	12	14	13	14	-	11	14	5	2	7	5
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*3%*	*1%*	*1%*	*4%*
																		b
NET: RM	**1092**	817	689	55	17	1009	1058	891	1066	827	1063	6	629	1046	135	126	849	112
	91%	*93%*	*93%*	*89%*	*97%*	*92%*	*91%*	*90%*	*91%*	*89%*	*91%*	*100%*	*89%*	*91%*	*81%*	*76%*	*93%*	*96%*
													c	c			a	a
NET: Provider other than RM	**107**	66	50	7	*	85	107	95	107	106	107	-	75	102	32	39	63	5
	9%	*7%*	*7%*	*11%*	*3%*	*8%*	*9%*	*10%*	*9%*	*11%*	*9%*	*-%*	*11%*	*9%*	*19%*	*24%*	*7%*	*4%*
															ab	**bc**		

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Royal Mail	**1092**	67	55	969	661	431	981	111	869	56	192	900	14	119
	91%	*65%*	*84%* a	*94%* **ab**	*91%*	*91%*	*90%*	*100%* a	*93%* b	*82%*	*88%*	*92%* a	*39%*	*72%* a
Hermes	**16**	5	4	7	11	5	16	-	6	3	4	12	3	13
	1%	*5%* c	*5%* c	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*4%* a	*2%*	*1%*	*8%*	*8%*
APC	**10**	5	-	5	8	3	10	-	8	1	6	4	3	*
	1%	*5%* c	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*3%* b	**%*	*7%* b	**%*
Interlink / Interlink Express / Direct	**10**	5	-	5	7	3	10	-	6	-	1	8	-	*
	1%	*4%* c	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*
TNT Express	**8**	1	1	5	7	1	8	-	8	-	1	7	-	*
	1%	*1%*	*2%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*
DHL	**6**	1	-	2	4	2	6	-	6	-	-	6	-	6
	****%***	*1%* c	*-%*	**%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*4%*
UPS	**6**	2	2	2	3	3	6	-	4	2	2	3	4	2
	****%***	*2%* c	*4%* c	**%*	**%*	*1%*	*1%*	*-%*	**%*	*2%* a	*1%*	**%*	*11%* b	*1%*
FedEx	**6**	2	2	2	2	4	6	-	2	2	3	3	1	4
	****%***	*2%* c	*3%* c	**%*	**%*	*1%*	*1%*	*-%*	**%*	*3%* a	*1%*	**%*	*3%*	*3%*
Parcelforce	**5**	1	*	4	1	4	5	*	3	-	*	3	5	1
	****%***	*1%*	**%*	**%*	**%*	*1%* a	**%*	**%*	**%*	*-%*	**%*	**%*	*12%* b	**%*
UK Mail	**5**	2	-	2	5	-	5	-	4	-	-	5	*	5
	****%***	*2%* c	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*3%*
DPD	**5**	*	-	5	1	4	5	-	5	-	4	1	-	1
	****%***	**%*	*-%*	**%*	**%*	*1%* a	**%*	*-%*	*1%*	*-%*	*2%* b	**%*	*-%*	*1%*
DX	**4**	1	-	3	4	*	4	-	1	-	-	4	*	4
	****%***	*1%*	*-%*	**%*	*1%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*2%*
Interparcel	**4**	4	-	-	2	2	4	-	2	2	2	2	2	-
	****%***	*4%* c	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*2%* a	*1%*	**%*	*6%* b	*-%*
Pitney Bowes	**3**	*	-	3	*	2	3	-	-	-	-	-	-	3
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
Yodel	**2**	2	*	*	1	2	2	-	2	-	-	2	2	*
	****%***	*2%* c	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*6%* b	**%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Parcels to go	**2**	-	-	2	2	-	2	-	-	-	*	1	-	1
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	-%	-%	*%*	*%*	-%	*1%*
Fastway Couriers	**1**	-	*	*	1	-	1	-	*	-	-	*	-	*
	***%**	-%	*1%*	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
TNT	**1**	*	*	*	1	-	1	-	*	-	-	*	*	*
	***%**	*%*	*%*	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	*1%*	*%*
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	*	-	*	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**14**	5	-	9	7	7	14	-	10	3	3	10	2	6
	1%	*4%*	-%	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*4%*	*1%*	*1%*	*5%*	*3%*
		c												
NET: RM	**1092**	67	55	969	661	431	981	111	869	56	192	900	14	119
	91%	*65%*	*84%*	*94%*	*91%*	*91%*	*90%*	*100%*	*93%*	*82%*	*88%*	*92%*	*39%*	*72%*
			a	**ab**				a	b			a		a
NET: Provider other than RM	**107**	36	10	57	66	41	107	*	69	13	26	73	23	47
	9%	*35%*	*16%*	*6%*	*9%*	*9%*	*10%*	*%*	*7%*	*18%*	*12%*	*8%*	*61%*	*28%*
		bc	c				b			a	b		b	

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

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Royal Mail	1092	119	*	91	156	130	50	84	233	104	117	127
	91%	*68%*	*3%*	*91%*	*96%*	*92%*	*89%*	*87%*	*94%* b	*86%*	*89%*	*88%*
Hermes	16	16	-	-	-	-	2	3	7	1	2	*
	1%	*9%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*3%*	*1%*	*2%*	**%*
APC	10	3	-	5	*	-	1	-	*	1	-	2
	1%	*2%*	*-%*	*5%* bc	**%*	*-%*	*2%* c	*-%*	**%*	*1%*	*-%*	*2%*
Interlink / Interlink Express / Direct	10	-	-	-	*	-	-	4	-	-	3	2
	1%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*4%* c	*-%*	*-%*	*2%*	*2%*
TNT Express	8	*	-	-	-	2	-	-	-	2	4	-
	1%	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*3%* c	*-%*
DHL	6	6	-	2	*	-	*	-	-	1	-	1
	**%*	*3%*	*-%*	*2%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
UPS	6	3	2	*	*	4	-	-	-	-	-	1
	**%*	*2%*	*37%*	**%*	**%*	*3%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
FedEx	6	6	-	*	2	-	*	-	-	-	2	1
	**%*	*3%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	*1%*
Parcelforce	5	3	-	-	-	-	-	3	-	*	*	2
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* c	*-%*	**%*	**%*	*1%*
UK Mail	5	5	-	-	-	-	2	2	-	*	1	-
	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*3%* c	*2%* c	*-%*	**%*	*1%*	*-%*
DPD	5	1	-	-	*	-	-	-	*	3	-	2
	**%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*1%*
DX	4	3	-	-	-	1	-	1	-	1	*	-
	**%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*
Interparcel	4	-	2	-	-	-	-	-	2	-	-	2
	**%*	*-%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
Pitney Bowes	3	3	-	*	-	-	-	-	*	2	-	-
	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*
Yodel	2	*	1	-	*	-	-	-	*	1	-	-
	**%*	**%*	*23%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Parcels to go	2	1	-	-	-	-	-	*	-	1	-	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*
Fastway Couriers	1	*	-	-	*	-	-	-	-	-	*	-
	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
TNT	1	*	-	*	-	*	*	-	-	-	-	-
	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 22 (continuation)

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Neo Post	*	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Priority Express	*	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	14	6	-	*	2	3	1	-	5	-	-	3
	1%	4%	-%	*%	1%	2%	2%	-%	2%	-%	-%	2%
NET: RM	1092	119	*	91	156	130	50	84	233	104	117	127
	91%	68%	3%	91%	96%	92%	89%	87%	94% b	86%	89%	88%
NET: Provider other than RM	107	57	6	9	6	11	6	13	14	16	14	18
	9%	32%	97%	9%	4%	8%	11%	13% c	6%	14%	11%	12%

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

Ofcom; Business Postal Tracker
Table 23

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Royal Mail	**1046**	60	98	124	62	77	160	162	73	74	54	58	46	889
	87%	*83%*	*80%*	*92%*	*88%*	*89%*	*85%*	*89%*	*79%*	*88%*	*94%*	*95%*	*92%*	*86%*
				bh							**abfhm**	**abfhm**	**bh**	
Hermes	**19**	-	5	2	1	-	5	3	2	-	*	*	-	18
	2%	*-%*	*4%*	*2%*	*2%*	*-%*	*3%*	*1%*	*2%*	*-%*	*1%*	*1%*	*-%*	*2%*
			l				l							
Interlink / Interlink Express / Direct	**15**	2	3	-	-	-	5	3	1	1	-	-	-	15
	1%	*2%*	*3%*	*-%*	*-%*	*-%*	*3%*	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*1%*
			jk				**jk**							
APC	**14**	-	2	*	-	1	2	7	-	1	-	-	-	14
	1%	*-%*	*2%*	**%*	*-%*	*1%*	*1%*	*4%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*
								jkl						
TNT Express	**14**	3	*	-	1	2	3	2	1	-	-	*	-	14
	1%	*4%*	**%*	*-%*	*2%*	*3%*	*1%*	*1%*	*2%*	*-%*	*-%*	**%*	*-%*	*1%*
		jkl				**jl**								
DHL	**12**	-	3	-	-	*	7	-	-	1	1	-	-	12
	1%	*-%*	*3%*	*-%*	*-%*	**%*	*4%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*
			k				**klm**							
Parcelforce	**11**	-	-	3	-	-	-	2	5	-	1	*	-	10
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*5%*	*-%*	*2%*	*1%*	*-%*	*1%*
									befiklm					
UPS	**10**	-	2	*	1	-	2	-	2	1	*	1	-	9
	1%	*-%*	*1%*	**%*	*2%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*
FedEx	**7**	2	*	-	2	-	*	2	-	1	-	*	*	7
	1%	*2%*	**%*	*-%*	*2%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	**%*	*1%*
UK Mail	**5**	-	3	-	-	-	*	-	2	-	-	-	-	5
	****%***	*-%*	*3%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*
			jkm											
DX	**5**	*	2	-	1	1	-	-	-	-	-	-	*	5
	****%***	**%*	*1%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*
DPD	**5**	-	-	-	-	-	*	*	1	2	-	-	-	5
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*2%*	*3%*	*-%*	*-%*	*-%*	**%*
										jklm				
TNT	**4**	2	*	-	-	1	-	*	*	-	-	-	*	4
	****%***	*3%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*
		jkm												
Interparcel	**4**	-	-	-	-	-	2	-	2	-	-	-	-	4
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*
Parcels to go	**3**	-	-	-	-	1	-	-	-	1	-	*	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*
Pitney Bowes	**3**	-	-	2	-	*	-	-	-	-	-	*	-	3
	****%***	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
Yodel	**2**	1	-	-	*	*	-	-	-	-	*	-	*	2
	****%***	*2%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*
		m												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	1	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	-%
													jkm	
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
											m			
Local Courier	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
													m	
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	2	5	3	1	1	*	-	3	-	-	1	1	16
	1%	*3%*	*4%*	*2%*	*2%*	*1%*	**%*	-%	*4%*	-%	-%	*1%*	*3%*	*2%*
		j	**fj**						j				j	
NET: RM	**1046**	60	98	124	62	77	160	162	73	74	54	58	46	889
	87%	*83%*	*80%*	*92%*	*88%*	*89%*	*85%*	*89%*	*79%*	*88%*	*94%*	*95%*	*92%*	*86%*
				bh							**abfhm**	**abfhm**	**bh**	
NET: Provider other than RM	**153**	12	25	11	8	9	28	20	20	10	3	3	4	143
	13%	*17%*	*20%*	*8%*	*12%*	*11%*	*15%*	*11%*	*21%*	*12%*	*6%*	*5%*	*7%*	*14%*
		jkl	**cjkl**				**jkl**		**cjkl**					**jkl**

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

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Royal Mail	**1046**	115	67	15	86	247	59	422	1006	25	7	8	40	495	551
	87%	*97%*	*65%*	*94%*	*96%*	*80%*	*100%*	*91%*	*87%*	*84%*	*80%*	*89%*	*84%*	*86%*	*88%*
		be			**be**	b	**beg**	**be**							
Hermes	**19**	1	-	-	-	9	-	8	19	-	-	-	-	14	4
	2%	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*
									e					b	
Interlink / Interlink Express / Direct	**15**	-	7	-	-	5	-	3	15	*	*	-	*	7	8
	1%	*-%*	*7%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*
			adefg												
APC	**14**	2	2	-	-	4	-	5	14	*	*	-	1	4	10
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*
TNT Express	**14**	-	1	-	-	10	-	2	13	*	-	*	*	10	4
	1%	*-%*	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*	*%*	*-%*	*2%*	*1%*	*2%*	*1%*
						ag									
DHL	**12**	-	3	-	1	4	-	5	12	*	*	-	*	4	8
	1%	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*
Parcelforce	**11**	-	-	*	*	4	-	6	11	-	*	-	*	6	5
	1%	*-%*	*-%*	*3%*	*%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*	*-%*	*%*	*1%*	*1%*
UPS	**10**	-	5	-	*	4	-	-	9	*	*	*	1	4	6
	1%	*-%*	*5%*	*-%*	*%*	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
			adeg			g									
FedEx	**7**	-	3	-	-	4	-	-	6	1	*	-	1	6	2
	1%	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*2%*	*5%*	*-%*	*2%*	*1%*	*%*
			g			g					a		a		
UK Mail	**5**	-	*	-	-	3	-	1	5	*	-	-	*	1	4
	%	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*1%*
DX	**5**	-	1	-	-	3	-	1	5	-	*	*	*	1	4
	%	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*%*	*%*	*-%*	*2%*	*2%*	*1%*	*%*	*1%*
											ab	b			
DPD	**5**	1	3	-	-	1	-	-	4	1	-	-	1	3	2
	%	*1%*	*3%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*2%*	*-%*	*-%*	*1%*	*1%*	*%*
		g	**eg**							a					
TNT	**4**	-	1	-	-	1	-	*	3	1	*	*	1	2	2
	%	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*%*	*2%*	*2%*	*4%*	*2%*	*%*	*%*
										a		a	a		
Interparcel	**4**	-	2	-	-	-	-	2	4	-	-	-	-	-	4
	%	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
			e												
Parcels to go	**3**	-	2	-	-	1	-	-	3	-	-	-	-	1	2
	%	*-%*	*2%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*
			g												
Pitney Bowes	**3**	-	-	-	*	2	-	*	2	*	*	-	*	3	*
	%	*-%*	*-%*	*-%*	*%*	*1%*	*-%*	*%*	*%*	*1%*	*1%*	*-%*	*1%*	*%*	*%*

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

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Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Yodel	**2**	-	*	-	-	1	-	1	2	*	-	-	*	*	2
	***%**	-%	*%	-%	-%	*%	-%	*%	*%	*1%* a	-%	-%	*1%*	*%	*%
Fastway Couriers	**1**	-	*	*	-	*	-	*	1	*	-	-	*	1	1
	***%**	-%	*%	*3%*	-%	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Neo Post	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Local Courier	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	*%	-%	*1%* a	-%	-%	*%	-%	*%
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

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Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	***%**	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	-	5	*	-	6	*	4	17	1	-	-	1	14	4
	1%	-%	*5%*	*1%*	-%	*2%*	*%*	*1%*	*1%*	*2%*	-%	-%	*1%*	*2%*	*1%*
			adg											b	
NET: RM	**1046**	115	67	15	86	247	59	422	1006	25	7	8	40	495	551
	87%	*97%*	*65%*	*94%*	*96%*	*80%*	*100%*	*91%*	*87%*	*84%*	*80%*	*89%*	*84%*	*86%*	*88%*
		be			**be**	b	**beg**	**be**							
NET: Provider other than RM	**153**	4	36	1	3	62	*	40	145	5	2	1	8	81	72
	13%	*3%*	*35%*	*6%*	*3%*	*20%*	*%*	*9%*	*13%*	*16%*	*20%*	*11%*	*16%*	*14%*	*12%*
			adefg			**adfg**		f							

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

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Royal Mail	1046	515	41	48	4	893	154	332	561	154	623	178	133	53	31	15	3
	87%	89%	72%	74%	79%	93%	64%	98%	90%	64%	88%	84%	94%	88%	91%	93%	100%
		bc				b		bc	c				ab				
Hermes	19	11	2	-	-	9	9	2	7	9	13	4	-	-	-	-	-
	2%	2%	3%	-%	-%	1%	4%	1%	1%	4%	2%	2%	-%	-%	-%	-%	-%
							a			ab							
Interlink / Interlink Express / Direct	15	4	3	-	*	4	11	-	4	11	9	6	-	*	-	-	-
	1%	1%	5%	-%	3%	*%	5%	-%	1%	5%	1%	3%	-%	1%	-%	-%	-%
			ac				a			ab		c					
APC	14	4	-	*	-	3	11	-	3	11	8	2	2	*	-	-	-
	1%	1%	-%	1%	-%	*%	5%	-%	*%	5%	1%	1%	1%	*%	-%	-%	-%
							a			ab							
TNT Express	14	5	-	*	-	2	12	-	2	12	9	1	3	*	-	-	-
	1%	1%	-%	*%	-%	*%	5%	-%	*%	5%	1%	1%	2%	*%	-%	-%	-%
							a			ab							
DHL	12	*	2	7	*	10	3	-	10	3	6	4	*	2	-	-	-
	1%	*%	3%	12%	3%	1%	1%	-%	2%	1%	1%	2%	*%	4%	-%	-%	-%
			a	ab					a					ac			
Parcelforce	11	7	-	2	-	10	2	3	7	2	6	4	-	-	-	-	-
	1%	1%	-%	3%	-%	1%	1%	1%	1%	1%	1%	2%	-%	-%	-%	-%	-%
UPS	10	3	3	-	*	3	6	-	3	6	3	2	3	1	1	-	-
	1%	*%	5%	-%	2%	*%	3%	-%	1%	3%	*%	1%	2%	1%	4%	-%	-%
			ac				a			ab					a		
FedEx	7	7	-	*	*	1	6	-	1	6	7	-	*	*	-	*	-
	1%	1%	-%	*%	4%	*%	3%	-%	*%	3%	1%	-%	*%	*%	-%	1%	-%
							a			ab							
UK Mail	5	3	-	-	-	2	3	-	2	3	5	-	-	-	-	-	-
	*%	1%	-%	-%	-%	*%	1%	-%	*%	1%	1%	-%	-%	-%	-%	-%	-%
							a			a							
DX	5	-	2	-	-	2	3	-	2	3	2	-	-	1	1	1	-
	*%	-%	4%	-%	-%	*%	1%	-%	*%	1%	*%	-%	-%	2%	4%	5%	-%
			a				a			ab				ab	abc	abc	
DPD	5	1	-	*	-	3	2	1	1	2	3	1	-	-	-	-	-
	*%	*%	-%	1%	-%	*%	1%	*%	*%	1%	*%	1%	-%	-%	-%	-%	-%
TNT	4	1	*	*	*	3	1	-	3	1	3	*	*	*	*	-	-
	*%	*%	*%	1%	5%	*%	*%	-%	*%	*%	*%	*%	*%	*%	1%	-%	-%
Interparcel	4	2	-	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	*%	*%	-%	4%	-%	-%	2%	-%	-%	2%	1%	-%	-%	-%	-%	-%	-%
				a			a			ab							
Parcels to go	3	*	1	-	-	*	2	-	*	2	2	-	1	-	-	-	-
	*%	*%	2%	-%	-%	*%	1%	-%	*%	1%	*%	-%	1%	-%	-%	-%	-%
			a				a			b							
Pitney Bowes	3	-	-	2	-	3	*	-	3	*	2	*	-	-	*	-	-
	*%	-%	-%	4%	-%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%
				a													

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Yodel	2	2	*	-	-	-	2	-	-	2	*	*	-	*	*	-	-
	*%	*%	1%	-%	-%	-%	1% a	-%	-%	1% b	*%	*%	-%	*%	*%	-%	-%
Fastway Couriers	1	1	-	1	-	1	1	*	*	1	1	*	*	-	-	-	-
	*%	*%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	1% a	-%	-%	-%
Local Courier	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	-%	3%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Priority Express	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	18	13	3	*	-	12	6	-	12	6	7	8	*	1	-	-	-
	1%	2%	5%	*%	-%	1%	3%	-%	2%	3%	1%	4%	*%	1%	-%	-%	-%
									a	a		ac					
NET: RM	1046	515	41	48	4	893	154	332	561	154	623	178	133	53	31	15	3
	87%	89%	72%	74%	79%	93%	64%	98%	90%	64%	88%	84%	94%	88%	91%	93%	100%
		bc				b		bc	c				ab				
NET: Provider other than RM	153	64	16	16	1	68	86	7	61	86	89	34	9	7	3	1	-
	13%	11%	28%	26%	21%	7%	36%	2%	10%	36%	12%	16%	6%	12%	9%	7%	-%
			a	a			a		a	ab	c	c					

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

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Royal Mail	1046	413	33	24	8	15	1042	4	1046	-	906	140	-
	87%	84%	52%	60%	33%	62%	95%	4%	100%	-%	100%	49%	-%
		bc					b		b		b		
Hermes	19	14	5	-	-	-	3	16	-	19	-	18	*
	2%	3%	8%	-%	-%	-%	*%	15%	-%	12%	-%	6%	6%
			a					a		a		a	
Interlink / Interlink Express / Direct	15	3	2	2	5	3	6	10	-	15	-	15	-
	1%	1%	4%	4%	22%	11%	1%	9%	-%	10%	-%	5%	-%
			a	a				a		a		a	
APC	14	5	5	*	4	*	4	10	-	14	-	14	-
	1%	1%	8%	*%	15%	1%	*%	9%	-%	9%	-%	5%	-%
			a					a		a		a	
TNT Express	14	4	6	3	-	-	5	8	-	14	-	14	-
	1%	1%	10%	9%	-%	-%	*%	8%	-%	9%	-%	5%	-%
			a	a				a		a		a	
DHL	12	9	-	1	-	2	7	6	-	12	-	12	-
	1%	2%	-%	4%	-%	10%	1%	5%	-%	8%	-%	4%	-%
								a		a		a	
Parcelforce	11	7	3	1	-	-	6	5	-	11	-	9	2
	1%	1%	4%	4%	-%	-%	1%	5%	-%	7%	-%	3%	25%
								a		a		a	
UPS	10	2	2	4	1	*	4	6	-	10	-	10	*
	1%	*%	3%	10%	5%	1%	*%	5%	-%	6%	-%	3%	2%
				a				a		a		a	
FedEx	7	1	-	3	2	2	2	6	-	7	-	7	-
	1%	*%	-%	6%	7%	8%	*%	5%	-%	5%	-%	3%	-%
				ab				a		a		a	
UK Mail	5	3	-	-	2	-	-	5	-	5	-	5	-
	*%	1%	-%	-%	7%	-%	-%	5%	-%	3%	-%	2%	-%
								a		a		a	
DX	5	3	*	*	-	1	2	3	-	5	-	5	*
	*%	1%	*%	*%	-%	5%	*%	2%	-%	3%	-%	2%	3%
								a		a		a	
DPD	5	1	1	-	1	1	-	5	-	5	-	5	-
	*%	*%	2%	-%	5%	2%	-%	4%	-%	3%	-%	2%	-%
								a		a		a	
TNT	4	3	*	*	*	-	3	1	-	4	-	4	*
	*%	1%	1%	*%	1%	-%	*%	1%	-%	3%	-%	1%	5%
										a		a	
Interparcel	4	4	-	-	-	-	-	4	-	4	-	4	-
	*%	1%	-%	-%	-%	-%	-%	4%	-%	3%	-%	1%	-%
								a		a		a	
Parcels to go	3	*	2	-	-	-	1	2	-	3	-	3	-
	*%	*%	4%	-%	-%	-%	*%	2%	-%	2%	-%	1%	-%
			a					a		a		a	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Pitney Bowes	3	-	*	-	-	-	-	3	-	3	-	-	3
	*%	-%	*%	-%	-%	-%	-%	2% a	-%	2% a	-%	-%	35%
Yodel	2	1	1	-	*	*	*	2	-	2	-	2	-
	*%	*%	1%	-%	1%	*%	*%	2% a	-%	2% a	-%	1% a	-%
Fastway Couriers	1	1	-	1	-	-	1	1	-	1	-	1	*
	*%	*%	-%	1%	-%	-%	*%	1% a	-%	1% a	-%	*%	6%
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*% a	-%	*%	-%	-%	6%
Local Courier	*	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	18	14	2	-	1	-	6	12	-	18	-	17	1
	1%	3%	3%	-%	5%	-%	1%	11%	-%	12%	-%	6%	11%
								a		a		a	
NET: RM	1046	413	33	24	8	15	1042	4	1046	-	906	140	-
	87%	84%	52%	60%	33%	62%	95%	4%	100%	-%	100%	49%	-%
		bc					b		b		b		
NET: Provider other than RM	153	78	29	16	16	9	50	103	-	153	-	146	8
	13%	16%	47%	40%	67%	38%	5%	96%	-%	100%	-%	51%	100%
			a	a				a		a		a	

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

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Royal Mail	**1046**	569	191	277	964	586	988	382	313	162	694	221	3	265	327	994	71
	87%	*89%*	*87%*	*85%*	*89%*	*87%*	*89%*	*73%*	*87%*	*61%*	*88%*	*64%*	*53%*	*93%*	*79%*	*88%*	*71%*
					df	**df**	**df**	f	**df**		**df**			a		**ac**	
Hermes	**19**	10	-	6	10	8	10	15	6	7	9	10	-	8	7	15	-
	2%	*2%*	*-%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	*-%*	*3%*	*2%*	*1%*	*-%*
								abcg		**ac**							
Interlink / Interlink Express / Direct	**15**	4	3	8	13	6	13	15	5	14	9	15	-	-	8	15	5
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*5%*	*1%*	*4%*	*-%*	*-%*	*2%*	*1%*	*4%*
				a				**abcg**		**abceg**		c					b
APC	**14**	6	3	6	12	7	12	14	4	11	12	14	-	*	7	12	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*4%*	*2%*	*4%*	*-%*	*%*	*2%*	*1%*	*1%*
								abc		**abceg**		c					
TNT Express	**14**	10	4	-	9	10	12	14	6	13	12	13	-	*	8	14	4
	1%	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*3%*	*2%*	*5%*	*2%*	*4%*	*-%*	*%*	*2%*	*1%*	*4%*
		c	c					**ac**		**abceg**		c					b
DHL	**12**	8	5	-	12	10	12	10	4	2	7	8	-	4	6	12	1
	1%	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	*1%*	*1%*	*1%*
		c	c														
Parcelforce	**11**	7	2	3	5	7	8	9	2	5	2	8	-	3	5	10	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*%*	*2%*	*-%*	*1%*	*1%*	*1%*	*%*
								ag		**ag**							
UPS	**10**	3	3	3	8	5	8	9	2	9	9	9	-	*	6	8	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*-%*	*%*	*1%*	*1%*	*3%*
										abceg		c					b
FedEx	**7**	2	*	6	6	3	6	7	1	7	2	7	-	*	7	6	3
	1%	*%*	*%*	*2%*	*1%*	*1%*	*1%*	*1%*	*%*	*3%*	*%*	*2%*	*-%*	*%*	*2%*	*1%*	*3%*
				a				**eg**		**abceg**		c			b		b
UK Mail	**5**	*	1	3	3	3	5	5	-	3	2	5	-	-	5	5	2
	%	*%*	*1%*	*1%*	*%*	*%*	*%*	*1%*	*-%*	*1%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*2%*
				a				e		**aeg**		c					
DX	**5**	2	1	1	5	5	5	5	1	2	5	2	-	3	5	5	*
	%	*%*	*1%*	*%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*%*
DPD	**5**	3	-	2	4	3	4	5	1	4	3	5	-	-	2	4	1
	%	*%*	*-%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*2%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*1%*
										acg		c					
TNT	**4**	3	*	1	4	1	4	2	3	2	4	3	-	1	1	4	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*1%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*1%*
Interparcel	**4**	2	-	-	2	-	2	4	-	4	2	4	-	-	4	4	2
	%	*%*	*-%*	*-%*	*%*	*-%*	*%*	*1%*	*-%*	*2%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*2%*
								abc		**abceg**							b
Parcels to go	**3**	*	-	2	3	1	3	3	2	3	3	3	-	-	3	3	2
	%	*%*	*-%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*2%*
																	b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Pitney Bowes	**3**	-	3	*	3	3	3	*	*	-	*	-	-	*	*	2	-
	%	-%	*1%* a	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%
Yodel	**2**	1	*	2	*	2	2	2	*	2	*	2	-	-	2	*	*
	%	*%	*%	*%	*%	*%	*%	*%	*%	*1%* **ag**	*%	*1%*	-%	-%	*%* b	*%	*%
Fastway Couriers	**1**	1	1	-	1	1	1	1	1	1	*	1	-	-	1	1	1
	%	*%	*%	-%	*%	*%	*%	*%	*%	*1%* g	*%	*%	-%	-%	*%*	*%	*1%* b
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Local Courier	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%*	*%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
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Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	12	2	4	16	10	16	17	9	11	12	14	3	*	13	16	4
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*4%*	*1%*	*4%*	*47%*	**%*	*3%*	*1%*	*4%*
								abcg		**abcg**		c			b		
NET: RM	**1046**	569	191	277	964	586	988	382	313	162	694	221	3	265	327	994	71
	87%	*89%*	*87%*	*85%*	*89%*	*87%*	*89%*	*73%*	*87%*	*61%*	*88%*	*64%*	*53%*	*93%*	*79%*	*88%*	*71%*
					df	**df**	**df**	f	**df**		**df**			a		**ac**	
NET: Provider other than RM	**153**	73	28	47	117	85	127	139	48	104	94	125	3	21	89	138	30
	13%	*11%*	*13%*	*15%*	*11%*	*13%*	*11%*	*27%*	*13%*	*39%*	*12%*	*36%*	*47%*	*7%*	*21%*	*12%*	*29%*
								abceg		**abcdeg**		c			b		b

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Royal Mail	**1046**	785	653	53	17	966	1014	853	1023	788	1019	4	594	1003	123	119	820	105
	87%	*89%*	*88%*	*86%*	*97%*	*88%*	*87%*	*87%*	*87%*	*84%*	*87%*	*63%*	*84%* c	*87%* c	*74%*	*72%*	*90%* a	*89%* a
Hermes	**19**	9	10	-	-	13	19	16	19	16	18	-	11	16	4	15	4	-
	2%	*1%*	*1%*	*-%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	*3%*	*9%* **bc**	**%*	*-%*
Interlink / Interlink Express / Direct	**15**	9	11	2	-	13	15	10	15	13	15	-	13	15	6	5	9	1
	1%	*1%*	*1%*	*4%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*3%* b	*3%*	*1%*	*1%*
APC	**14**	7	9	*	-	14	14	12	14	14	14	-	9	14	2	5	9	*
	1%	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%* b	*1%*	**%*
TNT Express	**14**	12	7	2	-	12	14	12	14	14	14	-	12	14	3	-	11	3
	1%	*1%*	*1%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*
DHL	**12**	12	6	*	-	12	12	11	12	12	12	-	8	12	5	4	9	-
	1%	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*3%* b	*2%*	*1%*	*-%*
Parcelforce	**11**	4	7	-	-	9	9	9	9	9	9	2	9	9	1	3	6	-
	1%	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*37%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*
UPS	**10**	5	5	-	-	9	10	10	10	10	10	-	7	10	3	1	8	1
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*
FedEx	**7**	5	6	1	-	6	7	6	7	7	7	-	6	5	3	2	6	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*2%* b	*1%*	*1%*	**%*
UK Mail	**5**	5	3	-	-	5	5	5	5	5	5	-	3	5	2	3	2	-
	****%***	*1%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	**%*	*1%*	*2%* b	**%*	*-%*
DX	**5**	2	5	1	-	4	5	5	5	5	5	-	3	5	1	1	3	*
	****%***	**%*	*1%*	*2%* c	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	**%*	**%*	*1%*	**%*	**%*
DPD	**5**	3	1	-	-	5	5	5	5	5	5	-	2	5	*	2	3	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*
TNT	**4**	2	3	*	-	3	4	3	4	4	4	-	4	4	1	*	2	1
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	**%*	**%*	*1%*
Interparcel	**4**	4	-	-	-	4	4	4	4	4	4	-	2	4	4	2	2	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*2%* **ab**	*1%* b	**%*	*-%*
Parcels to go	**3**	3	2	-	*	2	3	3	3	3	3	-	3	3	2	1	2	-
	****%***	**%*	**%*	*-%*	*3%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*1%*	*1%*	**%*	*-%*
Pitney Bowes	**3**	-	-	-	-	-	3	3	3	3	3	-	*	3	-	*	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Yodel	2	*	*	*	-	2	2	2	2	2	2	-	2	2	-	*	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%
Fastway Couriers	1	1	1	-	-	1	1	1	1	1	1	-	*	1	1	*	1	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	*%	*%	*%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Local Courier	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
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Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	-	-	-	-	-	*	-	*	*	*	-	*	*	-	-	*	-
	***%**	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	13	10	2	-	13	18	16	18	17	18	-	15	18	5	*	11	6
	1%	*1%*	*1%*	*3%*	-%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	-%	*2%*	*2%*	*3%*	*%*	*1%*	*5%*
																		ab
NET: RM	**1046**	785	653	53	17	966	1014	853	1023	788	1019	4	594	1003	123	119	820	105
	87%	*89%*	*88%*	*86%*	*97%*	*88%*	*87%*	*87%*	*87%*	*84%*	*87%*	*63%*	*84%*	*87%*	*74%*	*72%*	*90%*	*89%*
													c	c			a	a
NET: Provider other than RM	**153**	97	86	9	*	128	151	133	151	144	150	2	110	146	43	45	92	13
	13%	*11%*	*12%*	*14%*	*3%*	*12%*	*13%*	*13%*	*13%*	*15%*	*13%*	*37%*	*16%*	*13%*	*26%*	*28%*	*10%*	*11%*
															ab	**bc**		

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

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Royal Mail	**1046**	54	51	940	630	417	937	109	833	53	179	868	14	93
	87%	*53%*	*79%*	*92%*	*87%*	*88%*	*86%*	*98%*	*89%*	*77%*	*82%*	*89%*	*39%*	*56%*
			a	**ab**				a	b			a		a
Hermes	**19**	5	4	10	11	7	19	-	6	5	6	12	3	16
	2%	*5%*	*5%*	*1%*	*2%*	*2%*	*2%*	*-%*	*1%*	*8%*	*3%*	*1%*	*8%*	*9%*
		c	c							a				
Interlink / Interlink Express / Direct	**15**	7	-	8	9	7	15	-	9	*	3	12	-	2
	1%	*7%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*
		bc												
APC	**14**	5	-	9	12	2	14	-	13	1	6	8	2	*
	1%	*5%*	*-%*	*1%*	*2%*	**%*	*1%*	*-%*	*1%*	*2%*	*3%*	*1%*	*7%*	**%*
		c									b		b	
TNT Express	**14**	1	1	11	10	4	12	1	14	-	3	11	-	1
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*
DHL	**12**	5	*	4	10	2	12	-	10	*	4	8	-	12
	1%	*5%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*2%*	*1%*	*-%*	*7%*
		c												
Parcelforce	**11**	4	3	4	4	7	11	*	9	-	*	9	5	7
	1%	*4%*	*5%*	**%*	*1%*	*2%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*12%*	*4%*
		c	c										b	
UPS	**10**	4	2	4	6	4	10	-	7	2	4	5	5	5
	1%	*4%*	*4%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*2%*	*1%*	*13%*	*3%*
		c	c								b		b	
FedEx	**7**	2	2	4	3	4	7	-	2	3	4	4	1	6
	1%	*2%*	*3%*	**%*	**%*	*1%*	*1%*	*-%*	**%*	*4%*	*2%*	**%*	*4%*	*4%*
			c							a	b			
UK Mail	**5**	2	-	2	5	-	5	-	4	-	-	5	*	5
	****%***	*2%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*3%*
		c												
DX	**5**	1	-	4	5	-	5	-	2	-	*	5	*	5
	****%***	*1%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*1%*	*3%*
DPD	**5**	*	-	4	*	4	5	-	5	-	4	1	-	1
	****%***	**%*	*-%*	**%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	*2%*	**%*	*-%*	**%*
						a					b			
TNT	**4**	2	*	2	3	1	4	-	3	-	-	4	1	3
	****%***	*2%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*2%*	*2%*
		c												
Interparcel	**4**	4	-	-	2	2	4	-	2	2	2	2	2	-
	****%***	*4%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*2%*	*1%*	**%*	*6%*	*-%*
		c								a			b	
Parcels to go	**3**	1	-	2	3	-	3	-	1	-	*	2	-	1
	****%***	*1%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*1%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Pitney Bowes	**3**	*	-	3	*	2	3	-	-	-	-	-	-	3
	***%**	*%*	-%	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%	*2%*
Yodel	**2**	2	*	*	1	2	2	-	2	-	-	2	2	*
	***%**	*2%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	*6%*	*%*
		c											b	
Fastway Couriers	**1**	*	*	1	1	-	1	-	1	-	*	1	*	1
	***%**	*%*	*1%*	*%*	*%*	-%	*%*	-%	*%*	-%	*%*	*%*	*%*	*1%*
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	***%**	-%	-%	*%*	-%	*%*	*%*	-%	*%*	-%	-%	*%*	-%	*%*
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*	-	-	*	-	*	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	3	-	15	12	6	17	*	14	3	3	14	1	6
	1%	*3%*	-%	*1%*	*2%*	*1%*	*2%*	*%	*1%*	*4%*	*1%*	*1%*	*2%*	*3%*
NET: RM	**1046**	54	51	940	630	417	937	109	833	53	179	868	14	93
	87%	*53%*	*79%*	*92%*	*87%*	*88%*	*86%*	*98%*	*89%*	*77%*	*82%*	*89%*	*39%*	*56%*
			a	**ab**				a	b			a		a
NET: Provider other than RM	**153**	49	14	86	98	55	151	2	105	16	40	106	23	74
	13%	*47%*	*21%*	*8%*	*13%*	*12%*	*14%*	*2%*	*11%*	*23%*	*18%*	*11%*	*61%*	*44%*
		bc	c				b			a	b		b	

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

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Royal Mail	1046	91	*	87	145	129	48	81	222	97	113	124
	87%	*52%*	*3%*	*88%*	*89%*	*91%*	*86%*	*83%*	*90%*	*81%*	*86%*	*85%*
Hermes	19	19	-	-	-	-	2	3	7	2	2	3
	2%	*11%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*
Interlink / Interlink Express / Direct	15	2	-	-	2	-	-	4	-	2	3	4
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*4%* c	*-%*	*2%*	*2%*	*3%*
APC	14	3	-	7	3	-	1	-	*	1	-	2
	1%	*1%*	*-%*	*7%* bc	*2%*	*-%*	*2%* c	*-%*	*%*	*1%*	*-%*	*2%*
TNT Express	14	1	-	-	-	2	-	-	3	4	6	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*3%* c	*4%* c	*-%*
DHL	12	12	-	3	3	-	*	2	-	1	2	1
	1%	*7%*	*-%*	*3%*	*2%*	*-%*	*1%*	*2%* c	*-%*	*1%*	*2%*	*1%*
Parcelforce	11	9	-	-	2	-	-	3	2	3	*	2
	1%	*5%*	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*	*1%*	*2%*	*%*	*1%*
UPS	10	7	2	1	2	4	-	2	*	-	-	1
	1%	*4%*	*37%*	*1%*	*1%*	*3%*	*-%*	*2%*	*%*	*-%*	*-%*	*1%*
FedEx	7	7	-	*	2	-	*	-	1	*	2	1
	1%	*4%*	*-%*	*%*	*1%*	*-%*	*%*	*-%*	*%*	*%*	*2%*	*1%*
UK Mail	5	5	-	-	-	-	2	2	-	*	1	-
	%	*3%*	*-%*	*-%*	*-%*	*-%*	*3%* c	*2%* c	*-%*	*%*	*1%*	*-%*
DX	5	5	-	-	2	*	-	1	-	2	-	-
	%	*3%*	*-%*	*-%*	*1%*	*%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
DPD	5	1	-	-	-	-	-	-	*	3	-	2
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*2%*	*-%*	*1%*
TNT	4	3	-	2	*	*	*	-	1	-	-	-
	%	*1%*	*-%*	*2%*	*%*	*%*	*%*	*-%*	*1%*	*-%*	*-%*	*-%*
Interparcel	4	-	2	-	-	-	-	-	2	-	-	2
	%	*-%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
Parcels to go	3	1	-	-	-	-	-	*	-	1	-	1
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%*	*-%*	*1%*
Pitney Bowes	3	3	-	*	-	-	-	-	*	2	-	-
	%	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*2%*	*-%*	*-%*
Yodel	2	*	1	-	*	-	*	-	*	1	-	-
	%	*%*	*23%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*1%*	*-%*	*-%*
Fastway Couriers	1	1	-	-	1	-	-	-	-	-	1	-
	%	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Neo Post	*	*	-	-	-	*	-	-	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 23 (continuation)

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Local Courier	*	*	-	*	-	-	-	-	-	-	-	-
	***%**	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	*	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?
Base: All respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	*****	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	6	-	-	2	5	3	-	6	-	-	1
	1%	*4%*	*-%*	*-%*	*1%*	*4%*	*4%*	*-%*	*3%*	*-%*	*-%*	*1%*
						a	b					
NET: RM	**1046**	91	*	87	145	129	48	81	222	97	113	124
	87%	*52%*	*3%*	*88%*	*89%*	*91%*	*86%*	*83%*	*90%*	*81%*	*86%*	*85%*
NET: Provider other than RM	**153**	85	6	12	18	12	8	16	24	23	18	21
	13%	*48%*	*97%*	*12%*	*11%*	*9%*	*14%*	*17%*	*10%*	*19%*	*14%*	*15%*

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

Ofcom; Business Postal Tracker

Table 24

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	216	13	21	14	19	17	17	13	19	19	20	26	18	152
Weighted total	204	14	23	25	16	14	28	26	21	14	8	8	6	181
Hermes	37	2	7	5	1	3	7	5	3	1	1	1	-	35
	18%	13%	28%	20%	7%	20%	27%	21%	16%	9%	16%	11%	-%	19%
Parcelforce	34	3	1	3	4	1	*	5	8	1	2	3	1	28
	17%	24%	6%	13%	23%	11%	1%	20%	39%	10%	27%	36%	9%	15%
DHL	28	-	3	5	1	2	7	5	-	3	1	*	*	26
	14%	-%	13%	19%	9%	11%	26%	19%	-%	20%	12%	2%	7%	14%
UPS	19	-	2	3	1	-	7	-	2	1	1	1	*	16
	9%	-%	8%	10%	8%	-%	26%	-%	9%	10%	16%	13%	7%	9%
FedEx	16	2	*	5	2	1	*	2	-	3	*	*	*	15
	8%	12%	1%	19%	10%	9%	1%	9%	-%	19%	6%	3%	2%	8%
UK Mail	12	-	5	-	-	1	3	-	2	1	-	-	-	12
	6%	-%	20%	-%	-%	9%	10%	-%	8%	10%	-%	-%	-%	7%
TNT	12	2	*	-	1	1	*	5	1	-	-	1	1	11
	6%	13%	1%	-%	9%	9%	1%	20%	3%	-%	-%	7%	9%	6%
DX	8	*	2	-	2	3	-	*	-	*	-	*	1	7
	4%	1%	8%	-%	10%	20%	-%	1%	-%	2%	-%	5%	15%	4%
Yodel	7	1	-	-	1	*	-	2	*	-	1	*	*	6
	3%	11%	-%	-%	9%	1%	-%	9%	1%	-%	11%	5%	1%	3%
Interlink / Interlink Express / Direct	5	3	-	-	-	-	-	-	2	*	*	-	-	5
	3%	23%	-%	-%	-%	-%	-%	-%	8%	1%	5%	-%	-%	3%
Pitney Bowes	3	-	-	2	-	*	-	-	-	-	-	*	-	3
	1%	-%	-%	9%	-%	1%	-%	-%	-%	-%	-%	1%	-%	1%
TNT Express	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	1%	-%	-%	-%	8%	-%	-%	-%	-%	9%	-%	-%	-%	1%
Interparcel	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	1%
APC	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	-%	8%	1%	-%	-%	-%	1%
Parcels to go	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	1%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	1%
Collect Plus	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	1%
DPD	1	-	-	-	-	-	*	*	-	-	-	-	*	1
	1%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	7%	*%
Fastway Couriers	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%
Local Courier	1	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	*%
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**216**	13	21	14	19	17	17	13	19	19	20	26	18	152
Weighted total	**204**	14	23	25	16	14	28	26	21	14	8	8	6	181
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**216**	13	21	14	19	17	17	13	19	19	20	26	18	152
Weighted total	**204**	14	23	25	16	14	28	26	21	14	8	8	6	181
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	*	3	3	1	-	-	-	2	-	-	1	1	9
	5%	*1%*	*13%*	*10%*	*8%*	-%	-%	-%	*9%*	-%	-%	*12%*	*20%*	*5%*
None	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*	-%

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

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	216	6	38	5	12	72	6	72	144	44	15	13	72	107	109
Weighted total	204	6	25	5	11	79	7	67	191	8	2	3	13	107	96
Hermes	37	1	-	4	1	14	2	14	36	1	-	-	1	27	10
	18%	21%	-%	81%	11%	17% b	35%	21% b	19% e	7%	-%	-%	5%	25% b	10%
Parcelforce	34	1	1	1	*	11	1	16	32	1	*	1	2	15	19
	17%	22%	3%	16%	4%	14%	18%	25% b	17%	11%	8%	29%	14%	14%	19%
DHL	28	1	3	-	1	4	-	17	26	1	*	1	2	13	14
	14%	22%	12%	-%	14%	5%	-%	26% e	14%	9%	14%	24%	13%	13%	15%
UPS	19	-	6	-	*	12	-	*	18	*	*	*	1	7	12
	9%	-%	24% g	-%	4%	15% g	-%	1%	9%	6%	7%	15%	8%	6%	13%
FedEx	16	-	3	-	-	8	2	1	14	1	*	*	1	14	2
	8%	-%	14% g	-%	-%	11% g	35%	2%	7%	8%	20%	9%	10%	13% b	2%
UK Mail	12	-	3	-	-	7	-	1	11	1	-	-	1	6	6
	6%	-%	12% g	-%	-%	9%	-%	2%	6%	7%	-%	-%	5%	6%	6%
TNT	12	1	1	-	3	2	-	3	10	1	*	*	2	4	8
	6%	21%	6%	-%	27%	2%	-%	4%	5%	14%	18%	6%	13% a	4%	8%
DX	8	-	1	-	-	3	1	3	7	1	*	*	1	3	5
	4%	-%	5%	-%	-%	4%	9%	5%	4%	8%	18%	16%	11% a	3%	6%
Yodel	7	*	*	-	*	5	-	1	6	1	-	-	1	2	5
	3%	7%	1%	-%	4%	6%	-%	2%	3%	8%	-%	-%	5%	2%	5%
Interlink / Interlink Express / Direct	5	-	2	-	-	3	-	*	5	-	*	-	*	-	5
	3%	-%	7%	-%	-%	4%	-%	1%	3%	-%	7%	-%	1%	-%	6% a
Pitney Bowes	3	-	-	-	*	2	-	*	2	*	*	-	*	3	*
	1%	-%	-%	-%	2%	3%	-%	*%	1%	2%	4%	-%	2%	2%	*%
TNT Express	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	1%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%	-%	-%	2%	-%
Interparcel	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	-%	-%	-%	2%
APC	2	-	*	-	-	-	-	2	2	*	-	-	*	2	-
	1%	-%	1%	-%	-%	-%	-%	2%	1%	2%	-%	-%	1%	2%	-%
Parcels to go	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	1%	-%	-%	-%	-%	2%	-%	-%	1%	-%	-%	-%	-%	1%	-%
Collect Plus	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	1%	-%	-%	-%	-%	2%	-%	-%	1%	-%	-%	-%	-%	-%	1%
DPD	1	-	-	-	-	1	-	-	*	1	-	-	1	*	1
	1%	-%	-%	-%	-%	1%	-%	-%	*%	7% a	-%	-%	4% a	*%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	216	6	38	5	12	72	6	72	144	44	15	13	72	107	109
Weighted total	204	6	25	5	11	79	7	67	191	8	2	3	13	107	96
Fastway Couriers	1	-	*	-	-	*	-	*	1	*	-	-	*	*	1
	*%	-%	2%	-%	-%	1%	-%	*%	*%	1%	-%	-%	1%	*%	1%
Local Courier	1	-	-	-	*	-	-	*	*	*	-	-	*	-	1
	*%	-%	-%	-%	4%	-%	-%	*%	*%	2%	-%	-%	1%	-%	1%
Neo Post	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	4%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Legal Post	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	4%	-%	1%	-%	*%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**216**	6	38	5	12	72	6	72	144	44	15	13	72	107	109
Weighted total	**204**	6	25	5	11	79	7	67	191	8	2	3	13	107	96
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	*	3	*	2	*	*	3	11	1	-	-	1	8	4
	5%	*8%*	*13%* e	*3%*	*22%*	*1%*	*3%*	*4%*	*6%*	*7%*	-%	-%	*4%*	*7%*	*4%*
None	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	***%**	-%	-%	-%	*4%*	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%

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

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	*d	*e	*f	*g
Unweighted total	216	80	18	24	14	103	113	17	86	113	89	38	26	21	18	15	-
Weighted total	204	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Hermes	37	22	2	-	-	26	11	8	18	11	30	4	*	*	-	-	-
	18%	22%	11%	-%	-%	22%	13%	37%	19%	13%	26%	12%	2%	3%	-%	-%	-%
Parcelforce	34	19	2	2	*	24	10	6	18	10	16	12	3	-	1	1	-
	17%	19%	13%	10%	8%	21%	11%	30%	18%	11%	14%	34% a	15%	-%	11%	32%	-%
DHL	28	13	2	9	*	24	4	4	20	4	12	8	4	3	*	*	-
	14%	13%	15%	39%	14%	20% b	5%	19%	20% c	5%	11%	24%	18%	18%	8%	12%	-%
UPS	19	9	3	3	*	9	10	-	9	10	6	3	5	3	2	-	-
	9%	9%	21%	11%	14%	8%	12%	-%	9%	12%	5%	9%	23%	21%	25%	-%	-%
FedEx	16	9	-	3	*	4	12	-	4	12	12	*	3	*	*	*	-
	8%	9%	-%	11%	8%	3%	14% a	-%	4%	14% b	11%	1%	12%	1%	4%	5%	-%
UK Mail	12	4	-	-	-	5	7	-	5	7	6	-	2	1	-	*	-
	6%	4%	-%	-%	-%	4%	8%	-%	5%	8%	6%	-%	8%	8%	-%	7%	-%
TNT	12	6	*	1	1	5	7	1	3	7	10	-	*	*	1	*	-
	6%	5%	1%	4%	31%	4%	8%	6%	3%	8%	9%	-%	2%	1%	16%	5%	-%
DX	8	*	2	-	*	3	5	-	3	5	2	-	*	2	2	1	-
	4%	*%	17%	-%	10%	3%	6%	-%	3%	6%	2%	-%	2%	17%	33%	39%	-%
Yodel	7	4	1	-	-	3	4	-	3	4	4	*	-	2	*	-	-
	3%	4%	4%	-%	-%	3%	4%	-%	4%	4%	3%	1%	-%	11%	2%	-%	-%
Interlink / Interlink Express / Direct	5	1	2	-	*	2	4	-	2	4	5	*	-	*	-	-	-
	3%	1%	14%	-%	7%	1%	4%	-%	2%	4%	4%	1%	-%	1%	-%	-%	-%
Pitney Bowes	3	-	-	2	-	3	*	-	3	*	2	*	-	-	*	-	-
	1%	-%	-%	10%	-%	2%	*%	-%	3%	*%	2%	1%	-%	-%	2%	-%	-%
TNT Express	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	3%	-%	-%	3%	1%	4%	-%	-%	-%	-%	-%
Interparcel	2	-	-	2	-	-	2	-	-	2	2	-	-	-	-	-	-
	1%	-%	-%	10%	-%	-%	3%	-%	-%	3%	2%	-%	-%	-%	-%	-%	-%
APC	2	-	-	-	-	2	*	2	-	*	2	-	*	-	-	-	-
	1%	-%	-%	-%	-%	1%	*%	8%	-%	*%	1%	-%	1%	-%	-%	-%	-%
Parcels to go	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%
Collect Plus	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	8%	-%	-%	-%
DPD	1	-	*	*	-	*	1	-	*	1	*	*	-	-	-	-	-
	1%	-%	3%	2%	-%	*%	1%	-%	*%	1%	*%	1%	-%	-%	-%	-%	-%
Fastway Couriers	1	*	-	1	-	*	1	-	*	1	*	*	*	-	-	-	-
	*%	*%	-%	3%	-%	*%	1%	-%	*%	1%	*%	1%	1%	-%	-%	-%	-%
Local Courier	1	*	-	-	*	-	1	-	-	1	-	-	*	*	-	-	-
	*%	*%	-%	-%	7%	-%	1%	-%	-%	1%	-%	-%	2%	1%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	*d	*e	*f	*g
Unweighted total	**216**	80	18	24	14	103	113	17	86	113	89	38	26	21	18	15	-
Weighted total	**204**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Neo Post	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	3%	-%	-%	-%
Legal Post	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**216**	80	18	24	14	103	113	17	86	113	89	38	26	21	18	15	-
Weighted total	**204**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	11	-	*	-	7	4	-	7	4	1	4	3	1	-	-	-
	5%	*11%*	-%	*1%*	-%	*6%*	*5%*	-%	*7%*	*5%*	*1%*	*11%* a	*15%*	*6%*	-%	-%	-%
None	*	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	216	123	28	19	13	18	143	72	114	101	-	201	14
Weighted total	204	123	26	16	9	14	134	69	107	96	-	196	8
Hermes	37	28	6	-	-	1	21	16	18	19	-	36	*
	18%	23%	21%	-%	-%	9%	16%	23%	17%	19%	-%	19%	6%
Parcelforce	34	25	3	3	*	2	28	5	22	11	-	32	2
	17%	21%	10%	18%	2%	15%	21%	8%	21%	12%	-%	16%	25%
							b						
DHL	28	19	*	4	-	-	24	4	17	10	-	28	-
	14%	16%	2%	27%	-%	-%	18%	6%	16%	11%	-%	14%	-%
							b						
UPS	19	9	2	4	1	3	11	8	7	12	-	19	*
	9%	7%	6%	25%	17%	20%	8%	12%	7%	13%	-%	10%	2%
FedEx	16	8	1	3	2	2	10	6	8	7	-	16	-
	8%	7%	5%	16%	19%	13%	7%	8%	8%	8%	-%	8%	-%
UK Mail	12	8	-	-	2	2	7	5	7	5	-	12	-
	6%	6%	-%	-%	19%	16%	5%	7%	6%	5%	-%	6%	-%
TNT	12	5	6	*	*	-	9	3	5	6	-	11	*
	6%	4%	25%	2%	5%	-%	6%	4%	5%	7%	-%	6%	5%
DX	8	5	*	*	*	1	4	4	3	5	-	8	*
	4%	4%	1%	1%	2%	8%	3%	6%	3%	5%	-%	4%	3%
Yodel	7	5	2	-	*	*	5	2	5	2	-	7	-
	3%	4%	7%	-%	2%	1%	4%	3%	4%	2%	-%	4%	-%
Interlink / Interlink Express / Direct	5	2	-	-	2	2	5	*	4	2	-	5	-
	3%	1%	-%	-%	19%	14%	4%	*%	3%	2%	-%	3%	-%
Pitney Bowes	3	-	*	-	-	-	-	3	-	3	-	-	3
	1%	-%	*%	-%	-%	-%	-%	4%	-%	3%	-%	-%	35%
								a					
TNT Express	2	-	2	-	-	-	2	-	1	1	-	2	-
	1%	-%	10%	-%	-%	-%	2%	-%	1%	1%	-%	1%	-%
Interparcel	2	2	-	-	-	-	-	2	-	2	-	2	-
	1%	2%	-%	-%	-%	-%	-%	3%	-%	2%	-%	1%	-%
								a					
APC	2	2	-	-	-	*	2	*	2	*	-	2	-
	1%	1%	-%	-%	-%	1%	1%	*%	2%	*%	-%	1%	-%
Parcels to go	1	-	1	-	-	-	-	1	-	1	-	1	-
	1%	-%	5%	-%	-%	-%	-%	2%	-%	1%	-%	1%	-%
Collect Plus	1	-	-	1	-	-	1	-	1	-	-	1	-
	1%	-%	-%	7%	-%	-%	1%	-%	1%	-%	-%	1%	-%
DPD	1	*	-	-	-	1	-	1	*	1	-	1	-
	1%	*%	-%	-%	-%	4%	-%	1%	*%	1%	-%	1%	-%
Fastway Couriers	1	*	-	1	-	-	1	*	-	1	-	1	*
	*%	*%	-%	4%	-%	-%	*%	1%	-%	1%	-%	*%	6%

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

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OFC1885
Issue date: 18/01/16

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Table 24 (continuation)

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Base: All Respondents who use a mail service provider other than RM

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
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Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**216**	123	28	19	13	18	143	72	114	101	-	201	14
Weighted total	**204**	123	26	16	9	14	134	69	107	96	-	196	8
Local Courier	**1**	1	-	-	-	-	1	-	*	*	-	1	-
	***%**	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	*%	-%	-%	*6%*
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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OFC1885
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Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**216**	123	28	19	13	18	143	72	114	101	-	201	14
Weighted total	**204**	123	26	16	9	14	134	69	107	96	-	196	8
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	5	2	-	1	-	4	8	5	6	-	10	1
	5%	*4%*	*6%*	-%	*14%*	-%	*3%*	*11%* a	*5%*	*6%*	-%	*5%*	*11%*
None	*	-	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**216**	88	44	81	183	148	194	176	75	100	147	132	1	68	126	198	45
Weighted total	**204**	86	39	74	158	122	171	168	60	98	124	126	*	62	118	186	28
Hermes	**37**	22	3	10	26	19	27	30	12	11	17	15	-	20	16	33	-
	18%	*25%*	*7%*	*13%*	*16%*	*16%*	*16%*	*18%*	*20%*	*12%*	*14%*	*12%*	*-%*	*32%*	*13%*	*18%*	*-%*
		b												a	c	c	
Parcelforce	**34**	17	9	7	27	25	31	29	13	16	20	21	-	12	13	32	4
	17%	*20%*	*22%*	*10%*	*17%*	*20%*	*18%*	*17%*	*21%*	*16%*	*16%*	*17%*	*-%*	*20%*	*11%*	*17%*	*13%*
DHL	**28**	17	3	8	28	20	28	18	9	5	16	9	-	15	16	27	5
	14%	*20%*	*7%*	*11%*	*18%*	*17%*	*16%*	*11%*	*16%*	*5%*	*13%*	*7%*	*-%*	*24%*	*14%*	*15%*	*16%*
					f	f	f		f		f			a			
UPS	**19**	6	8	4	15	7	15	18	8	10	14	15	-	4	12	15	4
	9%	*7%*	*21%*	*6%*	*9%*	*6%*	*9%*	*11%*	*13%*	*10%*	*12%*	*12%*	*-%*	*6%*	*10%*	*8%*	*14%*
			ac														
FedEx	**16**	6	1	8	13	11	14	15	1	14	8	14	-	2	14	14	3
	8%	*8%*	*1%*	*11%*	*8%*	*9%*	*8%*	*9%*	*1%*	*14%*	*6%*	*11%*	*-%*	*3%*	*12%*	*7%*	*10%*
					e	e	e	e		**eg**		c					
UK Mail	**12**	1	4	7	7	8	9	11	3	10	5	12	*	-	11	11	4
	6%	*1%*	*11%*	*9%*	*5%*	*6%*	*5%*	*6%*	*5%*	*10%*	*4%*	*9%*	*100%*	*-%*	*9%*	*6%*	*14%*
			a	a								c					
TNT	**12**	3	3	6	9	3	9	9	5	6	11	9	-	3	6	12	1
	6%	*3%*	*8%*	*8%*	*6%*	*3%*	*5%*	*5%*	*8%*	*6%*	*9%*	*7%*	*-%*	*5%*	*5%*	*6%*	*4%*
											b						
DX	**8**	2	1	4	8	8	8	6	2	2	8	3	-	4	6	8	1
	4%	*2%*	*4%*	*6%*	*5%*	*7%*	*5%*	*4%*	*3%*	*2%*	*7%*	*2%*	*-%*	*6%*	*5%*	*4%*	*4%*
Yodel	**7**	1	*	6	1	6	7	6	1	6	3	6	-	1	5	5	1
	3%	*1%*	*%*	*8%*	*1%*	*5%*	*4%*	*4%*	*2%*	*6%*	*3%*	*5%*	*-%*	*2%*	*4%*	*3%*	*5%*
						a				a							
Interlink / Interlink Express / Direct	**5**	*	3	2	4	4	4	5	1	4	4	5	-	-	5	5	2
	3%	*%*	*8%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	*4%*	*3%*	*4%*	*-%*	*-%*	*5%*	*3%*	*7%*
			a														
Pitney Bowes	**3**	-	3	*	3	3	3	*	*	-	*	-	-	*	*	2	-
	1%	*-%*	*6%*	*%*	*2%*	*2%*	*2%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*1%*	*-%*
			ac														
TNT Express	**2**	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
	1%	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	*1%*	*-%*	*3%*	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*4%*
Interparcel	**2**	2	-	-	-	-	-	2	-	2	2	2	-	-	2	2	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*1%*	*-%*
										ac							
APC	**2**	-	*	2	2	*	2	2	2	*	2	*	-	2	*	2	-
	1%	*-%*	*%*	*2%*	*1%*	*%*	*1%*	*1%*	*3%*	*%*	*1%*	*%*	*-%*	*3%*	*%*	*1%*	*-%*
Parcels to go	**1**	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	-
	1%	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**216**	88	44	81	183	148	194	176	75	100	147	132	1	68	126	198	45
Weighted total	**204**	86	39	74	158	122	171	168	60	98	124	126	*	62	118	186	28
Collect Plus	**1**	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	1%	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*4%* a
DPD	**1**	-	*	1	1	1	1	1	-	*	*	1	-	-	1	1	-
	1%	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*-%*
Fastway Couriers	**1**	*	1	-	1	1	1	1	*	1	*	1	-	-	1	1	1
	****%***	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*
Local Courier	**1**	*	-	*	1	*	1	*	*	*	1	*	-	*	*	1	-
	****%***	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	****%***	*1%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Legal Post	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker

Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**216**	88	44	81	183	148	194	176	75	100	147	132	1	68	126	198	45
Weighted total	**204**	86	39	74	158	122	171	168	60	98	124	126	*	62	118	186	28
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	5	*	4	8	4	8	7	3	5	8	7	-	*	5	10	1
	5%	*6%*	**%*	*6%*	*5%*	*3%*	*5%*	*4%*	*5%*	*5%*	*6%*	*6%*	-%	**%*	*4%*	*5%*	*2%*
None	*	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	**%*	-%	**%*	-%	**%*	-%	-%	**%*	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	216	145	133	14	3	175	210	192	211	191	211	1	148	205	55	54	146	14
Weighted total	204	136	115	11	3	173	195	176	196	181	199	2	136	190	42	60	132	9
Hermes	37	18	23	1	*	28	36	27	36	28	36	-	19	33	5	18	19	-
	18%	13%	20%	13%	5%	16%	18%	15%	18%	15%	18%	-%	14%	18%	11%	31% b	14%	-%
Parcelforce	34	25	21	4	2	25	29	30	31	27	30	2	24	30	5	7	21	3
	17%	18%	18%	40%	50%	15%	15%	17%	16%	15%	15%	100%	17%	16%	12%	12%	16%	34%
DHL	28	22	20	*	-	27	28	26	28	26	28	-	22	27	6	9	18	1
	14%	16%	18%	3%	-%	16%	14%	15%	14%	14%	14%	-%	16%	14%	15%	15%	13%	13%
UPS	19	12	6	*	-	18	19	18	19	19	19	-	13	19	6	1	17	1
	9%	9%	5%	2%	-%	10%	10%	10%	9%	11%	10%	-%	10%	10%	14%	2%	13% a	6%
FedEx	16	12	7	1	-	14	16	11	16	15	16	-	13	13	6	2	12	1
	8%	9%	6%	12%	-%	8%	8%	6%	8%	8%	8%	-%	10%	7%	14%	4%	9%	15%
UK Mail	12	11	8	-	-	12	12	12	12	12	12	-	7	12	2	7	5	-
	6%	8%	7%	-%	-%	7%	6%	7%	6%	7%	6%	-%	5%	6%	5%	11% b	4%	-%
TNT	12	5	11	*	-	11	9	8	9	7	12	-	5	9	1	5	5	2
	6%	4%	10% a	3%	-%	6%	5%	4%	5%	4%	6%	-%	4%	5%	3%	8%	4%	18%
DX	8	5	7	1	-	7	8	8	8	8	8	-	6	8	1	2	5	*
	4%	4%	6%	11%	-%	4%	4%	5%	4%	5%	4%	-%	5%	4%	3%	3%	4%	5%
Yodel	7	4	3	*	-	7	7	7	7	7	7	-	5	7	-	1	6	-
	3%	3%	2%	1%	-%	4%	4%	4%	4%	4%	4%	-%	4%	4%	-%	2%	4%	-%
Interlink / Interlink Express / Direct	5	5	1	2	1	2	5	5	5	5	5	-	5	5	2	1	5	-
	3%	4%	1%	15%	45%	1%	3%	3%	3%	3%	3%	-%	4%	3%	5%	1%	4%	-%
Pitney Bowes	3	-	-	-	-	-	3	3	3	3	3	-	*	3	-	*	3	-
	1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	*%	1%	-%	*%	2%	-%
TNT Express	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	1%	2%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	2%	-%
Interparcel	2	2	-	-	-	2	2	2	2	2	2	-	-	2	2	2	-	-
	1%	2%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	6% a	4% b	-%	-%
APC	2	2	*	-	-	2	2	*	2	2	2	-	2	2	-	*	2	-
	1%	1%	*%	-%	-%	1%	1%	*%	1%	1%	1%	-%	1%	1%	-%	*%	1%	-%
Parcels to go	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	2%	-%	-%
Collect Plus	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	3%	-%	1%	-%
DPD	1	*	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	1%	*%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	*%	1%	2%	1%	*%	-%
Fastway Couriers	1	1	*	-	-	1	1	1	1	1	1	-	*	1	1	*	*	*
	*%	*%	*%	-%	-%	*%	1%	1%	1%	1%	1%	-%	*%	1%	1%	1%	*%	1%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	216	145	133	14	3	175	210	192	211	191	211	1	148	205	55	54	146	14
Weighted total	204	136	115	11	3	173	195	176	196	181	199	2	136	190	42	60	132	9
Local Courier	1	1	-	-	-	1	1	1	1	*	1	-	*	*	*	-	1	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	-%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	1%	-%	-%
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**216**	145	133	14	3	175	210	192	211	191	211	1	148	205	55	54	146	14
Weighted total	**204**	136	115	11	3	173	195	176	196	181	199	2	136	190	42	60	132	9
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	8	3	-	-	10	11	10	11	11	11	-	7	11	2	1	9	1
	5%	*6%*	*3%*	-%	-%	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	-%	*5%*	*6%*	*5%*	*2%*	*7%*	*7%*
None	*****	-	-	-	-	-	*	-	*	*	*	-	*	*	-	-	*	-
	***%**	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%

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

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**216**	58	24	131	144	72	208	8	147	13	52	149	45	171
Weighted total	**204**	58	22	120	129	74	197	7	143	16	56	140	37	167
Hermes	**37**	7	5	24	26	11	37	-	23	6	12	24	7	30
	18%	*13%*	*24%*	*20%*	*20%*	*15%*	*19%*	*-%*	*16%*	*36%*	*22%*	*17%*	*19%*	*18%*
Parcelforce	**34**	7	6	20	20	14	27	6	30	1	2	30	5	28
	17%	*12%*	*28%*	*17%*	*15%*	*19%*	*14%*	*93%*	*21%*	*9%*	*4%*	*21%* a	*15%*	*17%*
DHL	**28**	12	*	15	22	6	28	-	19	4	14	14	3	25
	14%	*21%*	*1%*	*13%*	*17%*	*8%*	*14%*	*-%*	*13%*	*25%*	*24%* b	*10%*	*8%*	*15%*
UPS	**19**	4	2	10	9	10	19	*	16	2	4	15	5	14
	9%	*7%*	*11%*	*8%*	*7%*	*13%*	*9%*	*7%*	*11%*	*11%*	*7%*	*11%*	*13%*	*9%*
FedEx	**16**	3	3	9	7	8	16	-	8	3	6	9	3	12
	8%	*5%*	*16%*	*8%*	*6%*	*11%*	*8%*	*-%*	*6%*	*16%*	*11%*	*7%*	*8%*	*7%*
UK Mail	**12**	2	2	7	9	3	12	-	9	-	2	9	*	11
	6%	*3%*	*8%*	*6%*	*7%*	*4%*	*6%*	*-%*	*6%*	*-%*	*4%*	*7%*	*1%*	*7%*
TNT	**12**	8	*	4	7	4	12	-	10	-	3	8	3	8
	6%	*13%* c	*1%*	*3%*	*6%*	*6%*	*6%*	*-%*	*7%*	*-%*	*6%*	*6%*	*9%*	*5%*
DX	**8**	1	-	6	7	1	8	-	3	-	1	7	1	7
	4%	*3%*	*-%*	*5%*	*6%*	*1%*	*4%*	*-%*	*2%*	*-%*	*1%*	*5%*	*2%*	*4%*
Yodel	**7**	2	*	5	4	3	7	-	7	-	4	3	2	5
	3%	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	*-%*	*5%*	*-%*	*6%*	*2%*	*6%*	*3%*
Interlink / Interlink Express / Direct	**5**	2	1	2	2	3	5	-	*	*	5	*	2	4
	3%	*3%*	*7%*	*2%*	*2%*	*4%*	*3%*	*-%*	**%*	*3%*	*9%* b	**%*	*4%*	*2%*
Pitney Bowes	**3**	*	-	3	*	2	3	-	-	-	-	-	-	3
	1%	**%*	*-%*	*2%*	**%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
TNT Express	**2**	-	-	2	1	1	2	-	1	-	1	1	-	2
	1%	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*1%*
Interparcel	**2**	2	-	-	2	-	2	-	2	-	-	2	2	-
	1%	*4%* c	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*2%*	*6%* b	*-%*
APC	**2**	*	-	2	2	-	2	-	2	-	-	2	-	2
	1%	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
Parcels to go	**1**	-	-	1	1	-	1	-	-	-	-	1	-	1
	1%	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*
Collect Plus	**1**	1	-	-	-	1	1	-	1	-	1	-	-	1
	1%	*2%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*1%*
DPD	**1**	*	-	1	1	*	1	-	1	-	-	1	-	1
	1%	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
Fastway Couriers	**1**	*	*	*	1	-	1	-	1	-	*	*	*	1
	****%***	**%*	*2%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*1%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker

Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**216**	58	24	131	144	72	208	8	147	13	52	149	45	171
Weighted total	**204**	58	22	120	129	74	197	7	143	16	56	140	37	167
Local Courier	**1**	-	-	1	-	1	1	-	1	-	-	1	*	*
	***%**	-%	-%	*1%*	-%	*1%*	*%*	-%	*%*	-%	-%	*%*	*1%*	*%*
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
Secured Mail (Previously City Link Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**216**	58	24	131	144	72	208	8	147	13	52	149	45	171
Weighted total	**204**	58	22	120	129	74	197	7	143	16	56	140	37	167
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	5	-	6	6	5	11	-	10	-	*	10	2	9
	5%	*9%*	-%	*5%*	*5%*	*7%*	*6%*	-%	*7%*	-%	*%*	*7%*	*6%*	*5%*
None	*	-	-	*	-	*	*	-	-	-	-	-	-	*
	***%**	-%	-%	*%*	-%	*1%*	*%*	-%	-%	-%	-%	-%	-%	*%*

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

Ofcom; Business Postal Tracker
Table 24 (continuation)

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	b	*c	*a	*b	c	*a	*b	*c
Unweighted total	216	188	4	29	35	21	12	16	38	23	16	26
Weighted total	204	175	6	23	25	25	7	22	35	22	18	25
Hermes	37	36	-	3	1	3	2	3	13	4	4	4
	18%	20%	-%	14%	3%	12%	23%	14%	38%	19%	21%	16%
Parcelforce	34	28	-	4	3	2	-	7	8	3	2	5
	17%	16%	-%	19%	10%	9%	-%	32%	22%	15%	10%	18%
DHL	28	22	-	3	8	4	1	2	2	4	3	1
	14%	13%	-%	12%	32%	16%	11%	7%	7%	17%	16%	6%
UPS	19	17	2	4	4	5	*	2	1	*	-	4
	9%	9%	37%	16%	16%	18%	6%	7%	2%	2%	-%	15%
FedEx	16	14	-	3	2	2	*	-	1	2	4	1
	8%	8%	-%	13%	8%	10%	3%	-%	4%	8%	20%	5%
UK Mail	12	11	-	-	-	-	3	5	-	*	4	-
	6%	6%	-%	-%	-%	-%	40%	21%	-%	2%	21%	-%
TNT	12	9	-	4	1	*	*	3	3	-	-	-
	6%	5%	-%	19%	2%	2%	3%	13%	9%	-%	-%	-%
DX	8	6	-	*	2	2	-	1	*	2	*	1
	4%	4%	-%	1%	9%	7%	-%	5%	1%	8%	1%	3%
Yodel	7	5	2	-	2	*	*	-	1	2	-	2
	3%	3%	26%	-%	6%	2%	1%	-%	2%	8%	-%	9%
Interlink / Interlink Express / Direct	5	5	-	-	2	-	-	-	2	-	-	2
	3%	3%	-%	-%	7%	-%	-%	-%	5%	-%	-%	7%
Pitney Bowes	3	3	-	*	-	-	-	-	*	2	-	-
	1%	1%	-%	1%	-%	-%	-%	-%	*%	11%	-%	-%
TNT Express	2	2	-	-	-	-	-	-	-	1	1	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	6%	7%	-%
Interparcel	2	-	2	-	-	-	-	-	-	-	-	2
	1%	-%	37%	-%	-%	-%	-%	-%	-%	-%	-%	9%
APC	2	2	-	-	*	2	-	-	-	-	-	-
	1%	1%	-%	-%	1%	7%	-%	-%	-%	-%	-%	-%
Parcels to go	1	1	-	-	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Collect Plus	1	1	-	-	-	-	-	-	1	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
DPD	1	1	-	-	*	-	-	-	*	-	-	*
	1%	1%	-%	-%	2%	-%	-%	-%	1%	-%	-%	1%
Fastway Couriers	1	1	-	-	1	-	-	-	-	-	*	-
	*%	1%	-%	-%	2%	-%	-%	-%	-%	-%	2%	-%
Local Courier	1	*	-	*	-	-	-	-	*	-	-	-
	*%	*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%
Neo Post	*	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**216**	188	4	29	35	21	12	16	38	23	16	26
Weighted total	**204**	175	6	23	25	25	7	22	35	22	18	25
Legal Post	*	*	-	-	-	-	-	-	-	-	-	*
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail (Previously City Link Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?
Base: All Respondents who use a mail service provider other than RM

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**216**	188	4	29	35	21	12	16	38	23	16	26
Weighted total	**204**	175	6	23	25	25	7	22	35	22	18	25
Parcel Live	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**11**	10	-	1	*	4	1	-	2	-	-	3
	5%	*6%*	-%	*5%*	*1%*	*16%*	*12%*	-%	*6%*	-%	-%	*11%*
None	*	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%*	-%

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

Ofcom; Business Postal Tracker
Table 25

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Letters	**1082**	66	113	119	65	76	167	162	80	78	52	57	47	926
	90%	*91%*	*92%*	*88%*	*93%*	*88%*	*89%*	*89%*	*86%*	*93%*	*91%*	*93%*	*93%*	*90%*
Other everyday correspondence, such as invoices, one off bills etc.	**784**	48	84	77	41	61	132	113	60	56	38	41	33	672
	65%	*66%*	*68%*	*58%*	*59%*	*71%*	*70%*	*62%*	*65%*	*67%*	*67%*	*67%*	*67%*	*65%*
Large letters	**670**	43	79	89	35	37	103	97	33	54	32	38	30	569
	56%	*59%*	*64%*	*66%*	*50%*	*43%*	*55%*	*53%*	*35%*	*64%*	*57%*	*62%*	*61%*	*55%*
		h	**eh**	**eh**			h	h		**eh**	**eh**	**eh**	**eh**	**eh**
Parcels and packets	**522**	32	52	63	26	37	83	85	41	31	25	26	20	451
	43%	*45%*	*43%*	*47%*	*38%*	*43%*	*44%*	*47%*	*43%*	*37%*	*44%*	*42%*	*40%*	*44%*
Order fulfilment (sending ordered goods to customers)	**266**	22	33	20	12	23	33	40	28	20	12	12	10	231
	22%	*31%*	*27%*	*15%*	*17%*	*27%*	*17%*	*22%*	*30%*	*24%*	*22%*	*20%*	*20%*	*22%*
		cf							**cf**					
Bulk customer mailings, such as bills, statements, customer packs etc.	**244**	12	24	17	11	15	46	35	21	20	11	17	13	201
	20%	*16%*	*20%*	*13%*	*16%*	*18%*	*25%*	*19%*	*23%*	*24%*	*20%*	*29%*	*27%*	*20%*
												cdm	c	
Advertising and promotional material, such as catalogues, brochures and direct mail	**135**	8	12	25	7	8	22	18	12	10	2	6	4	122
	11%	*11%*	*10%*	*19%*	*11%*	*10%*	*11%*	*10%*	*13%*	*12%*	*4%*	*10%*	*9%*	*12%*
				jl			j		j	j		j		j
Publications, such as magazines, periodicals, customer newsletters	**74**	1	4	13	4	3	9	12	6	6	5	5	4	60
	6%	*2%*	*3%*	*10%*	*6%*	*4%*	*5%*	*7%*	*7%*	*8%*	*8%*	*8%*	*9%*	*6%*
Goods / business supplies / large packets ordered via lorry	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
											m			
Legal / accounts documents / tax forms	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**22**	1	3	5	1	1	5	-	2	-	1	2	-	20
	2%	*2%*	*3%*	*4%*	*2%*	*1%*	*3%*	*-%*	*2%*	*-%*	*2%*	*3%*	*-%*	*2%*
				l			l					l		
Other	**4**	-	-	-	-	1	3	-	-	-	*	-	-	4
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Packets and parcels	**1164**	71	119	129	69	81	180	179	92	81	55	59	48	1001
	97%	*98%*	*97%*	*96%*	*98%*	*94%*	*96%*	*99%*	*98%*	*97%*	*97%*	*97%*	*96%*	*97%*
NET: Bulk mailings	**361**	20	34	48	18	22	56	50	30	27	16	24	17	305
	30%	*27%*	*28%*	*36%*	*26%*	*26%*	*30%*	*28%*	*32%*	*32%*	*28%*	*39%*	*34%*	*30%*
												ejm		

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Letters	**1082**	114	101	15	81	257	59	415	1036	28	9	8	46	523	558
	90%	*95%*	*97%*	*93%*	*91%*	*83%*	*100%*	*90%*	*90%*	*93%*	*99%*	*97%*	*95%*	*91%*	*90%*
		e	**eg**				**deg**	e			a		a		
Other everyday correspondence, such as invoices, one off bills etc.	**784**	89	83	12	76	187	34	273	747	22	8	6	37	389	396
	65%	*75%*	*80%*	*76%*	*85%*	*61%*	*57%*	*59%*	*65%*	*74%*	*89%*	*76%*	*77%*	*67%*	*63%*
		efg	**efg**		**efg**					a	**abe**		a		
Large letters	**670**	60	67	10	43	154	47	264	632	22	8	8	38	327	343
	56%	*51%*	*65%*	*63%*	*49%*	*50%*	*80%*	*57%*	*55%*	*74%*	*83%*	*96%*	*80%*	*57%*	*55%*
			ade				**abdeg**	e		a	a	**abce**	a		
Parcels and packets	**522**	33	63	8	23	183	19	175	498	14	5	5	23	258	264
	43%	*27%*	*61%*	*47%*	*26%*	*59%*	*33%*	*38%*	*43%*	*45%*	*50%*	*60%*	*49%*	*45%*	*42%*
			adfg			**adfg**		**ad**				a			
Order fulfilment (sending ordered goods to customers)	**266**	12	49	1	10	109	5	69	256	6	2	1	10	137	129
	22%	*10%*	*48%*	*9%*	*11%*	*35%*	*8%*	*15%*	*22%*	*20%*	*23%*	*17%*	*20%*	*24%*	*21%*
			adefg			**adfg**									
Bulk customer mailings, such as bills, statements, customer packs etc.	**244**	19	27	6	22	59	14	88	227	8	5	4	17	112	132
	20%	*16%*	*26%*	*36%*	*25%*	*19%*	*23%*	*19%*	*20%*	*28%*	*49%*	*42%*	*35%*	*19%*	*21%*
										a	**abe**	a	a		
Advertising and promotional material, such as catalogues, brochures and direct mail	**135**	11	13	1	10	28	3	66	126	4	4	1	9	59	76
	11%	*9%*	*12%*	*7%*	*11%*	*9%*	*4%*	*14%*	*11%*	*13%*	*39%*	*17%*	*19%*	*10%*	*12%*
								ef			**abde**		a		
Publications, such as magazines, periodicals, customer newsletters	**74**	1	4	-	2	13	3	45	68	3	2	1	6	31	43
	6%	*1%*	*4%*	*-%*	*2%*	*4%*	*5%*	*10%*	*6%*	*9%*	*19%*	*16%*	*12%*	*5%*	*7%*
								abde			**ab**	a	a		
Goods / business supplies / large packets ordered via lorry	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*
Legal / accounts documents / tax forms	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	%	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*%*	*%*	*-%*
												ab	a		
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
None of These	**22**	3	-	-	2	9	-	9	22	-	-	*	*	16	7
	2%	*2%*	*-%*	*-%*	*2%*	*3%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	**%*	*3%*	*1%*
									e					b	
Other	**4**	-	-	-	1	-	-	3	4	*	-	-	*	1	3
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*
					e										
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Packets and parcels	**1164**	115	103	15	86	299	59	445	1116	30	9	8	48	556	608
	97%	*97%*	*100%*	*93%*	*97%*	*97%*	*100%*	*96%*	*97%*	*100%*	*99%*	*99%*	*100%*	*96%*	*98%*
										a			a		
NET: Bulk mailings	**361**	26	36	6	28	79	17	154	340	12	6	4	21	164	197
	30%	*22%*	*34%*	*36%*	*32%*	*26%*	*29%*	*33%*	*29%*	*38%*	*59%*	*51%*	*45%*	*28%*	*32%*
			a					**ae**		a	**abe**	a	a		

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Letters	1082	516	54	58	5	886	195	309	577	195	629	205	139	59	34	13	3
	90%	89%	94%	91%	98%	92%	82%	91%	93%	82%	88%	97%	98%	97%	100%	80%	100%
						b		c	c			af	af	af	af		
Other everyday correspondence, such as invoices, one off bills etc.	784	366	35	43	3	632	152	190	442	152	421	162	113	47	27	12	2
	65%	63%	61%	67%	60%	66%	63%	56%	71%	63%	59%	76%	80%	78%	79%	72%	84%
									ac			a	a	a	a		
Large letters	670	321	41	39	5	514	156	119	396	156	338	138	100	46	29	13	3
	56%	55%	72%	61%	90%	54%	65%	35%	64%	65%	48%	65%	71%	77%	85%	80%	100%
			a				a		a	a		a	a	ab	abc	a	
Parcels and packets	522	256	36	26	4	339	182	64	275	182	289	90	69	27	13	12	3
	43%	44%	63%	40%	71%	35%	76%	19%	44%	76%	41%	43%	48%	45%	38%	71%	100%
			ac				a		a	ab						abcde	
Order fulfilment (sending ordered goods to customers)	266	136	18	17	2	135	131	12	123	131	144	49	32	16	11	3	*
	22%	24%	31%	26%	31%	14%	55%	3%	20%	55%	20%	23%	22%	26%	31%	17%	16%
							a		a	ab					a		
Bulk customer mailings, such as bills, statements, customer packs etc.	244	100	19	11	2	180	64	47	133	64	104	50	46	19	16	7	2
	20%	17%	33%	17%	45%	19%	27%	14%	21%	27%	15%	24%	32%	31%	48%	40%	84%
			ac				a		a	a		a	a	a	abcd	ab	
Advertising and promotional material, such as catalogues, brochures and direct mail	135	59	5	10	1	95	40	15	80	40	54	31	24	8	11	4	2
	11%	10%	8%	16%	22%	10%	17%	4%	13%	17%	8%	14%	17%	13%	33%	25%	84%
							a		a	a		a	a		abcd	a	
Publications, such as magazines, periodicals, customer newsletters	74	24	7	3	1	53	21	11	42	21	34	8	16	6	2	6	-
	6%	4%	12%	5%	17%	6%	9%	3%	7%	9%	5%	4%	12%	10%	5%	34%	-%
			a				a		a	a			ab	ab		abcde	
Goods / business supplies / large packets ordered via lorry	*	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	-%	4%	-%	*%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%
															a		
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	22	14	-	-	-	20	3	13	6	3	20	1	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	1%	4%	1%	1%	3%	1%	-%	-%	-%	-%	-%
								bc			c						

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g
Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Other	4	3	-	-	-	4	-	3	1	-	3	1	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	1%	*%	-%	*%	1%	-%	-%	-%	-%	-%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	1164	557	57	64	5	928	236	319	609	236	681	208	142	60	34	16	3
	97%	96%	100%	100%	98%	97%	98%	94%	98%	98%	96%	98%	100%	100%	100%	100%	100%
									a	a			a	a			
NET: Bulk mailings	361	151	26	18	3	277	84	67	210	84	157	84	62	24	18	10	2
	30%	26%	45%	28%	53%	29%	35%	20%	34%	35%	22%	39%	44%	40%	53%	64%	84%
			ac				a		a	a		a	a	a	ab	abcd	

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Letters	1082	438	45	37	19	11	1006	75	964	117	846	230	5
	90%	89%	72%	93%	77%	44%	92%	70%	92%	77%	93%	80%	72%
		b		b			b		b		b		
Other everyday correspondence, such as invoices, one off bills etc.	784	339	39	22	11	6	727	57	691	94	601	181	2
	65%	69%	63%	57%	46%	24%	67%	53%	66%	61%	66%	63%	33%
							b						
Large letters	670	332	42	23	10	15	612	58	586	85	492	173	5
	56%	68%	67%	57%	40%	64%	56%	54%	56%	55%	54%	61%	61%
Parcels and packets	522	374	59	39	24	23	423	99	382	139	272	246	3
	43%	76%	94%	100%	100%	98%	39%	92%	36%	91%	30%	86%	37%
			a	a				a		a		a	
Order fulfilment (sending ordered goods to customers)	266	135	46	33	21	17	192	74	162	104	103	161	2
	22%	28%	73%	83%	87%	72%	18%	69%	15%	68%	11%	56%	28%
			a	a				a		a		a	
Bulk customer mailings, such as bills, statements, customer packs etc.	244	127	13	6	4	2	229	15	218	26	172	71	1
	20%	26%	20%	16%	15%	8%	21%	14%	21%	17%	19%	25%	7%
												a	
Advertising and promotional material, such as catalogues, brochures and direct mail	135	69	8	3	5	4	124	10	111	24	93	42	*
	11%	14%	13%	7%	21%	18%	11%	10%	11%	15%	10%	15%	1%
												a	
Publications, such as magazines, periodicals, customer newsletters	74	41	10	4	*	2	62	12	62	12	54	20	-
	6%	8%	15%	10%	2%	6%	6%	11%	6%	8%	6%	7%	-%
								a					
Goods / business supplies / large packets ordered via lorry	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Legal / accounts documents / tax forms	*	-	-	-	*	-	*	-	*	-	-	*	-
	*%	-%	-%	-%	1%	-%	*%	-%	*%	-%	-%	*%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	22	8	-	-	-	-	19	3	18	5	18	4	*
	2%	2%	-%	-%	-%	-%	2%	3%	2%	3%	2%	2%	6%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Other	**4**	1	-	-	-	-	4	-	4	*	4	*	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Packets and parcels	**1164**	477	61	40	24	24	1059	104	1015	148	875	282	7
	97%	*97%*	*98%*	*100%*	*100%*	*100%*	*97%*	*97%*	*97%*	*97%*	*97%*	*98%*	*94%*
NET: Bulk mailings	**361**	179	21	9	8	5	334	27	313	48	260	100	1
	30%	*36%*	*34%*	*23%*	*34%*	*21%*	*31%*	*25%*	*30%*	*31%*	*29%*	*35%* a	*7%*

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Letters	**1082**	592	198	282	1082	636	1082	450	341	213	751	273	5	270	370	1069	91
	90%	*92%*	*91%*	*87%*	*100%*	*95%*	*97%*	*86%*	*95%*	*80%*	*95%*	*79%*	*83%*	*94%*	*89%*	*94%*	*90%*
		c			**bcdefg**	**df**	**bdef**	f	**df**		**df**			a		a	
Other everyday correspondence, such as invoices, one off bills etc.	**784**	414	149	218	751	474	765	342	292	169	784	211	2	203	278	761	69
	65%	*64%*	*68%*	*67%*	*69%*	*71%*	*69%*	*66%*	*81%*	*64%*	*100%*	*61%*	*37%*	*71%*	*67%*	*67%*	*68%*
						df			**abcdf**		**abcdef**			a			
Large letters	**670**	317	142	207	636	670	670	365	255	159	475	208	5	208	292	654	76
	56%	*49%*	*65%*	*64%*	*59%*	*100%*	*60%*	*70%*	*71%*	*60%*	*60%*	*60%*	*83%*	*73%*	*70%*	*58%*	*76%*
			a	a		**acdefg**		**acfg**	**acfg**					a	b		b
Parcels and packets	**522**	229	98	186	450	365	473	522	181	239	342	310	4	203	310	496	75
	43%	*36%*	*45%*	*57%*	*42%*	*54%*	*42%*	*100%*	*50%*	*90%*	*43%*	*90%*	*78%*	*71%*	*74%*	*44%*	*74%*
			a	**ab**		**acg**		**abcefg**	**acg**	**abceg**		c			b		b
Order fulfilment (sending ordered goods to customers)	**266**	106	44	112	213	159	230	239	84	266	170	249	1	3	164	252	53
	22%	*16%*	*20%*	*35%*	*20%*	*24%*	*21%*	*46%*	*23%*	*100%*	*22%*	*72%*	*11%*	*1%*	*39%*	*22%*	*53%*
				ab		a		**abceg**		**abcdeg**		c			b		**ab**
Bulk customer mailings, such as bills, statements, customer packs etc.	**244**	107	62	75	235	180	240	124	244	53	209	73	1	77	88	240	25
	20%	*17%*	*28%*	*23%*	*22%*	*27%*	*22%*	*24%*	*68%*	*20%*	*27%*	*21%*	*21%*	*27%*	*21%*	*21%*	*25%*
			a	a		**acf**			**abcdfg**		**acf**						
Advertising and promotional material, such as catalogues, brochures and direct mail	**135**	57	42	36	129	99	131	77	135	39	106	53	1	36	55	131	15
	11%	*9%*	*19%*	*11%*	*12%*	*15%*	*12%*	*15%*	*37%*	*14%*	*14%*	*15%*	*17%*	*13%*	*13%*	*12%*	*14%*
			ac						**abcdfg**								
Publications, such as magazines, periodicals, customer newsletters	**74**	33	20	21	63	53	70	48	74	28	59	33	3	20	26	72	14
	6%	*5%*	*9%*	*7%*	*6%*	*8%*	*6%*	*9%*	*21%*	*10%*	*7%*	*10%*	*59%*	*7%*	*6%*	*6%*	*14%*
			a					**ac**	**abcdfg**	**ac**							**ab**
Goods / business supplies / large packets ordered via lorry	*	-	-	*	-	-	-	*	-	-	*	*	-	-	*	*	*
	%	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*
Legal / accounts documents / tax forms	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	%	*-%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
None of These	**22**	15	4	3	-	-	-	-	-	-	-	5	-	3	-	-	-
	2%	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
Other	**4**	3	-	1	1	*	1	*	-	*	4	*	-	-	1	1	-
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*%*	*-%*	*-%*	*%*	*%*	*-%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Packets and parcels	**1164**	617	213	320	1082	670	1115	522	357	265	777	338	5	280	417	1132	101
	97%	*96%*	*97%*	*99%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*99%*	*98%*	*92%*	*98%*	*100%*	*100%*	*100%*
				a	**efg**	**eg**	**efg**	**eg**									
NET: Bulk mailings	**361**	166	92	103	341	255	351	181	361	84	292	119	5	99	133	353	40
	30%	*26%*	*42%*	*32%*	*32%*	*38%*	*31%*	*35%*	*100%*	*32%*	*37%*	*34%*	*84%*	*35%*	*32%*	*31%*	*40%*
			ac			**ac**			**abcdfg**		**ac**						

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Letters	**1082**	836	710	57	17	986	1060	913	1067	842	1052	6	628	1043	147	135	831	110
	90%	*95%*	*96%*	*93%*	*100%*	*90%*	*91%*	*93%* e	*91%*	*90%*	*90%*	*98%*	*89%*	*91%*	*88%*	*82%*	*91%* a	*94%* a
Other everyday correspondence, such as invoices, one off bills etc.	**784**	594	515	54	12	705	772	687	776	623	777	1	466	760	112	92	604	85
	65%	*67%*	*70%*	*87%* c	*71%*	*64%*	*66%*	*70%*	*66%*	*67%*	*66%*	*19%*	*66%*	*66%*	*67%*	*56%*	*66%* a	*72%* a
Large letters	**670**	545	431	37	13	603	659	613	662	550	658	4	429	638	90	95	508	61
	56%	*62%*	*58%*	*60%*	*76%*	*55%*	*57%*	*62%* **ace**	*56%*	*59%*	*56%*	*56%*	*61%* b	*56%*	*54%*	*58%*	*56%*	*52%*
Parcels and packets	**522**	403	313	40	5	460	508	455	512	480	512	2	372	495	104	107	364	47
	43%	*46%*	*42%*	*65%* c	*28%*	*42%*	*44%*	*46%*	*44%*	*51%* **abce**	*44%*	*37%*	*53%* b	*43%*	*62%* **ab**	*65%* **bc**	*40%*	*40%*
Order fulfilment (sending ordered goods to customers)	**266**	184	160	25	3	226	250	222	254	241	261	2	179	250	65	67	182	15
	22%	*21%*	*22%*	*40%* c	*15%*	*21%*	*21%*	*23%*	*22%*	*26%* **ac**	*22%*	*37%*	*25%*	*22%*	*39%* **ab**	*41%* **bc**	*20%*	*12%*
Bulk customer mailings, such as bills, statements, customer packs etc.	**244**	195	169	18	4	218	240	213	240	195	243	-	159	237	19	39	178	26
	20%	*22%*	*23%*	*30%*	*23%*	*20%*	*21%*	*22%*	*20%*	*21%*	*21%*	*-%*	*23%* c	*21%* c	*12%*	*24%*	*19%*	*22%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**135**	104	83	9	3	122	131	117	131	107	129	3	88	126	17	29	93	12
	11%	*12%*	*11%*	*14%*	*19%*	*11%*	*11%*	*12%*	*11%*	*12%*	*11%*	*42%*	*12%*	*11%*	*10%*	*18%* b	*10%*	*11%*
Publications, such as magazines, periodicals, customer newsletters	**74**	55	44	4	-	61	70	65	70	64	74	-	43	69	15	17	45	12
	6%	*6%*	*6%*	*7%*	*-%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*-%*	*6%*	*6%*	*9%*	*10%* b	*5%*	*10%* b
Goods / business supplies / large packets ordered via lorry	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*
Legal / accounts documents / tax forms	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	%	*%*	*%*	*%* c	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*-%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
None of These	**22**	-	-	*	-	21	20	7	20	12	22	*	14	21	3	4	18	-
	2%	-%	-%	*1%*	-%	*2%*	*2%* b	*1%*	*2%* b	*1%*	*2%* b	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	-%
Other	**4**	1	1	-	-	4	4	4	4	4	4	-	4	4	3	-	1	3
	%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*1%*	*%	*2%* b	-%	*%	*2%* b
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	**1164**	883	739	61	17	1058	1134	971	1142	912	1135	6	686	1116	161	160	885	113
	97%	*100%*	*100%*	*99%*	*100%*	*97%*	*97%*	*98%* e	*97%*	*98%*	*97%*	*98%*	*97%*	*97%*	*96%*	*97%*	*97%*	*96%*
NET: Bulk mailings	**361**	277	238	21	6	322	351	312	352	287	355	3	233	345	42	56	265	40
	30%	*31%*	*32%*	*34%*	*33%*	*29%*	*30%*	*32%*	*30%*	*31%*	*30%*	*42%*	*33%* c	*30%*	*25%*	*34%*	*29%*	*34%*

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Letters	**1082**	70	49	957	670	411	975	106	840	67	202	874	22	136
	90%	*68%*	*76%*	*93%*	*92%*	*87%*	*90%*	*95%*	*90%*	*98%*	*92%*	*90%*	*59%*	*82%*
				ab	b					a				a
Other everyday correspondence, such as invoices, one off bills etc.	**784**	50	39	694	489	295	702	82	612	41	154	628	20	104
	65%	*49%*	*60%*	*68%*	*67%*	*63%*	*64%*	*74%*	*65%*	*60%*	*70%*	*65%*	*53%*	*62%*
				a										
Large letters	**670**	45	49	571	422	248	627	43	505	44	149	517	21	102
	56%	*44%*	*75%*	*56%*	*58%*	*53%*	*58%*	*39%*	*54%*	*65%*	*68%*	*53%*	*56%*	*61%*
			ac	a			b				b			
Parcels and packets	**522**	80	40	398	317	205	488	34	398	35	123	395	36	131
	43%	*77%*	*62%*	*39%*	*44%*	*43%*	*45%*	*30%*	*42%*	*51%*	*56%*	*41%*	*98%*	*79%*
		bc	c				b				b		b	
Order fulfilment (sending ordered goods to customers)	**266**	56	24	185	152	114	251	15	193	25	73	190	25	73
	22%	*54%*	*37%*	*18%*	*21%*	*24%*	*23%*	*14%*	*21%*	*37%*	*33%*	*20%*	*68%*	*44%*
		bc	c				b			a	b		b	
Bulk customer mailings, such as bills, statements, customer packs etc.	**244**	20	9	215	155	88	221	22	198	12	52	191	6	34
	20%	*19%*	*14%*	*21%*	*21%*	*19%*	*20%*	*20%*	*21%*	*17%*	*24%*	*20%*	*17%*	*21%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**135**	17	10	106	77	58	124	10	108	7	36	99	4	24
	11%	*16%*	*15%*	*10%*	*11%*	*12%*	*11%*	*9%*	*12%*	*10%*	*16%*	*10%*	*10%*	*14%*
											b			
Publications, such as magazines, periodicals, customer newsletters	**74**	3	8	63	47	27	68	6	54	7	20	54	2	10
	6%	*3%*	*12%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*10%*	*9%*	*6%*	*6%*	*6%*
			a								b			
Goods / business supplies / large packets ordered via lorry	*	-	*	-	-	*	*	-	*	-	-	*	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*
			c											
Legal / accounts documents / tax forms	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	***%**	*-%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
None of These	**22**	3	2	18	13	10	21	1	22	-	*	21	-	5
	2%	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	**%*	*2%* a	*-%*	*3%*
Other	**4**	-	*	4	3	1	4	-	3	*	*	4	-	*
	****%***	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Packets and parcels	**1164**	100	61	997	708	456	1056	107	906	67	215	941	37	162
	97%	*97%*	*94%*	*97%*	*97%*	*96%*	*97%*	*96%*	*97%*	*98%*	*99%*	*97%*	*100%*	*97%*
NET: Bulk mailings	**361**	31	16	312	226	135	329	32	293	20	83	278	7	53
	30%	*30%*	*24%*	*30%*	*31%*	*29%*	*30%*	*29%*	*31%*	*29%*	*38%* b	*29%*	*20%*	*32%*

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

Ofcom; Business Postal Tracker
Table 25 (continuation)

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Letters	1082	140	3	98	152	137	53	79	208	109	117	129
	90%	80%	40%	98%	94%	97%	95% bc	81%	84%	90%	88%	89%
Other everyday correspondence, such as invoices, one off bills etc.	784	106	5	68	103	112	39	56	160	75	82	89
	65%	60%	77%	68%	64%	79% ab	70%	58%	65%	62%	62%	62%
Large letters	670	104	4	59	97	82	37	59	128	67	58	84
	56%	59%	63%	59%	59%	58%	66%	61%	52%	55%	44%	58% b
Parcels and packets	522	144	6	42	88	55	22	48	95	50	48	73
	43%	82%	97%	42%	54% c	39%	40%	50%	39%	41%	36%	50% b
Order fulfilment (sending ordered goods to customers)	266	84	6	14	33	27	17	19	52	40	31	33
	22%	48%	97%	14%	20%	19%	30%	20%	21%	33% c	24%	23%
Bulk customer mailings, such as bills, statements, customer packs etc.	244	32	*	23	32	29	15	26	66	22	8	21
	20%	18%	3%	23%	20%	21%	27%	27%	27%	18% b	6%	15% b
Advertising and promotional material, such as catalogues, brochures and direct mail	135	22	-	16	18	17	10	4	31	13	6	20
	11%	13%	-%	16%	11%	12%	18% b	4%	13% b	11%	4%	14% b
Publications, such as magazines, periodicals, customer newsletters	74	12	-	1	11	15	4	3	16	5	10	10
	6%	7%	-%	1%	7% a	11% a	7%	3%	6%	4%	8%	7%
Goods / business supplies / large packets ordered via lorry	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Legal / accounts documents / tax forms	*	*	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	22	5	-	-	2	-	*	7	9	2	-	2
	2%	3%	-%	-%	1%	-%	1%	7%	4%	1%	-%	2%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Other	**4**	*	-	1	-	-	-	-	3	-	-	-
	***%**	*%	-%	*1%*	-%	-%	-%	-%	*1%*	-%	-%	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	**1164**	171	6	100	160	137	56	89	229	118	132	142
	97%	*97%*	*100%*	*100%*	*99%*	*97%*	*99%* b	*92%*	*93%*	*98%*	*100%*	*98%*
NET: Bulk mailings	**361**	49	*	34	44	49	22	29	100	28	19	37
	30%	*28%*	*3%*	*34%*	*27%*	*34%*	*38%*	*30%*	*40%*	*24%*	*14%*	*26%* b

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	523	29	45	32	28	41	47	38	35	34	70	70	54	329
Weighted total	522	32	52	63	26	37	83	85	41	31	25	26	20	451
Standard 1st Class	266	12	31	38	13	16	39	45	17	19	12	15	10	229
	51%	38%	59%	59%	51%	43%	46%	52%	42%	62%	49%	58%	49%	51%
Signed for 1st Class	243	12	21	35	11	15	38	46	17	15	12	15	7	209
	47%	38%	40%	55%	42%	40%	45%	54%	41%	49%	49%	59%	33%	46%
				l				l				bl		
Standard 2nd Class	188	12	14	31	9	12	29	27	12	9	10	13	9	155
	36%	36%	28%	49%	35%	33%	34%	32%	29%	29%	41%	50%	48%	34%
												bim	b	
Special Delivery Guaranteed by 1pm	185	20	18	21	10	17	26	32	9	12	7	9	6	164
	36%	61%	34%	33%	37%	47%	31%	38%	21%	40%	28%	35%	28%	36%
						hj								
Signed for 2nd Class	122	10	10	15	8	8	18	17	14	4	7	6	5	104
	23%	31%	20%	24%	30%	21%	21%	21%	34%	12%	30%	24%	24%	23%
									i		i			
Parcelforce Worldwide	73	4	2	13	2	*	15	10	8	7	4	4	4	61
	14%	14%	4%	21%	7%	*%	18%	12%	20%	22%	16%	17%	18%	14%
				be			be	e	be	be	be	be	be	e
International Tracked (previously Airsure)	52	2	2	6	3	5	12	10	2	7	2	1	1	48
	10%	5%	3%	9%	12%	13%	15%	12%	5%	21%	9%	2%	7%	11%
						k	k	k		bhk				k
International standard mail (previously Airmail)	50	5	6	7	3	1	3	5	3	8	3	3	3	41
	10%	14%	11%	12%	12%	4%	3%	6%	9%	27%	13%	10%	13%	9%
										efgkm				
International Signed	50	1	2	3	3	4	10	10	3	8	2	1	1	44
	10%	5%	5%	5%	12%	10%	12%	11%	9%	25%	9%	6%	7%	10%
										bcjklm				
International Tracked and Signed	44	2	3	5	1	2	10	7	3	5	2	1	1	40
	8%	5%	7%	8%	2%	7%	12%	8%	9%	17%	9%	4%	7%	9%
										k				
Royal Mail tracked 24 hours	34	3	3	10	*	2	2	2	3	1	2	3	*	28
	6%	9%	6%	15%	1%	7%	3%	3%	8%	5%	10%	11%	2%	6%
				fl										
Royal Mail tracked 48 hours	19	3	-	3	*	2	5	2	*	*	1	1	1	16
	4%	9%	-%	4%	1%	7%	6%	3%	1%	1%	6%	4%	4%	4%
International Economy (previously surface mail)	17	-	2	2	*	-	*	5	2	3	1	1	*	14
	3%	-%	4%	4%	1%	-%	*%	6%	4%	9%	6%	5%	2%	3%
										f				

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		***a**	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**523**	29	45	32	28	41	47	38	35	34	70	70	54	329
Weighted total	**522**	32	52	63	26	37	83	85	41	31	25	26	20	451
Special Delivery Guaranteed by 9am	**16**	1	2	*	1	3	-	2	*	1	1	2	1	12
	3%	*5%*	*3%*	*1%*	*6%*	*7%*	*-%*	*3%*	*1%*	*5%*	*3%*	*9%* **fm**	*5%*	*3%*
None of these (DO NOT READ OUT)	**63**	4	8	2	3	4	17	8	7	5	2	2	1	58
	12%	*11%*	*16%*	*4%*	*10%*	*11%*	*21%* **ckl**	*9%*	*17%*	*16%*	*9%*	*8%*	*5%*	*13%*
Don't Know (DO NOT READ OUT)	**4**	-	-	2	-	1	-	-	-	-	-	-	-	4
	1%	*-%*	*-%*	*4%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	*c	d	e	a	b
Unweighted total	523	34	80	9	26	165	18	175	384	81	28	30	139	229	294
Weighted total	522	33	63	8	23	183	19	175	498	14	5	5	23	258	264
Standard 1st Class	266	21	23	2	14	97	13	88	253	7	3	3	13	122	144
	51%	65% b	37%	25%	60%	53% b	66%	50% b	51%	51%	60%	61%	55%	47%	55%
Signed for 1st Class	243	16	26	5	15	84	8	83	230	7	2	4	13	129	114
	47%	47%	41%	65%	65%	46%	44%	47%	46%	53%	46%	70% a	56%	50%	43%
Standard 2nd Class	188	11	20	*	6	75	6	63	177	6	2	2	11	90	98
	36%	33%	31%	3%	26%	41%	29%	36%	36%	47%	52%	37%	46% a	35%	37%
Special Delivery Guaranteed by 1pm	185	11	29	*	9	71	2	55	176	5	2	2	10	88	98
	36%	35%	45% g	6%	37%	39%	10%	32%	35%	40%	51%	36%	41%	34%	37%
Signed for 2nd Class	122	10	14	5	*	52	5	36	113	5	2	2	9	65	58
	23%	31%	22%	59%	2%	28%	25%	21%	23%	37% a	38%	42% a	38% a	25%	22%
Parcelforce Worldwide	73	3	5	3	3	30	1	25	70	1	1	1	3	42	32
	14%	10%	9%	35%	14%	16%	5%	14%	14%	9%	24%	17%	14%	16%	12%
International Tracked (previously Airsure)	52	-	3	3	3	25	*	15	50	1	1	1	2	23	29
	10%	-%	5%	35%	12%	14% ab	1%	8%	10%	5%	19%	10%	9%	9%	11%
International standard mail (previously Airmail)	50	3	5	-	7	19	-	15	46	1	1	1	3	23	27
	10%	10%	8%	-%	28%	11%	-%	8%	9%	8%	21%	28% ab	15%	9%	10%
International Signed	50	2	6	-	*	23	*	14	47	1	1	1	3	21	29
	10%	5%	10%	-%	1%	12%	1%	8%	9%	7%	19%	18%	11%	8%	11%
International Tracked and Signed	44	-	2	-	*	19	*	19	42	*	1	1	2	19	25
	8%	-%	3%	-%	1%	10%	1%	11% ab	8%	3%	17%	18% b	9%	7%	9%
Royal Mail tracked 24 hours	34	*	1	*	6	16	-	9	32	1	*	*	2	18	15
	6%	1%	1%	6%	25%	9% b	-%	5%	6%	10%	4%	2%	7%	7%	6%
Royal Mail tracked 48 hours	19	-	*	-	*	13	-	4	18	1	*	*	2	9	10
	4%	-%	1%	-%	2%	7% bg	-%	3%	4%	8%	8%	2%	7%	4%	4%
International Economy (previously surface mail)	17	2	1	-	2	3	-	9	16	1	*	1	1	6	11
	3%	5%	1%	-%	10%	2%	-%	5%	3%	4%	4%	10%	5%	2%	4%

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	*c	d	e	a	b
Unweighted total	**523**	34	80	9	26	165	18	175	384	81	28	30	139	229	294
Weighted total	**522**	33	63	8	23	183	19	175	498	14	5	5	23	258	264
Special Delivery Guaranteed by 9am	**16**	-	2	-	*	5	-	8	14	1	*	*	2	9	7
	3%	*-%*	*3%*	*-%*	*2%*	*3%*	*-%*	*4%*	*3%*	*9%* a	*9%*	*5%*	*8%* a	*4%*	*3%*
None of these (DO NOT READ OUT)	**63**	4	18	1	2	17	*	18	60	2	1	*	3	33	30
	12%	*11%*	*29%* **aeg**	*8%*	*9%*	*9%*	*2%*	*10%*	*12%*	*14%*	*15%*	*3%*	*12%*	*13%*	*11%*
Don't Know (DO NOT READ OUT)	**4**	1	-	-	-	-	-	2	4	-	-	-	-	2	1
	1%	*4%* e	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker
Table 26 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	***f**	***g**
Unweighted total	**523**	206	41	41	20	296	227	55	241	227	236	88	71	45	35	29	2
Weighted total	**522**	256	36	26	4	339	182	64	275	182	289	90	69	27	13	12	3
Standard 1st Class	**266**	139	17	13	2	190	76	33	157	76	155	39	39	8	8	7	*
	51%	*54%*	*47%*	*51%*	*51%*	*56%* b	*42%*	*52%*	*57%* c	*42%*	*54%* d	*43%*	*57%* d	*31%*	*60%* d	*59%*	*16%*
Signed for 1st Class	**243**	106	22	13	2	157	86	35	122	86	134	48	30	8	8	7	*
	47%	*41%*	*59%* a	*50%*	*46%*	*46%*	*47%*	*55%*	*44%*	*47%*	*46%* d	*54%* d	*43%*	*30%*	*59%* d	*59%*	*16%*
Standard 2nd Class	**188**	108	11	5	1	137	50	27	110	50	93	33	29	14	5	9	*
	36%	*42%* c	*30%*	*21%*	*37%*	*40%* b	*28%*	*43%* c	*40%* c	*28%*	*32%*	*37%*	*43%*	*52%* a	*38%*	*76%*	*16%*
Special Delivery Guaranteed by 1pm	**185**	95	16	4	1	109	77	13	96	77	104	32	25	6	6	6	*
	36%	*37%* c	*44%* c	*14%*	*34%*	*32%*	*42%* a	*20%*	*35%* a	*42%* a	*36%*	*35%*	*36%*	*22%*	*46%* d	*50%*	*16%*
Signed for 2nd Class	**122**	67	5	3	1	81	41	21	60	41	77	17	10	7	3	5	*
	23%	*26%*	*15%*	*13%*	*26%*	*24%*	*23%*	*33%*	*22%*	*23%*	*26%* c	*19%*	*15%*	*26%*	*23%*	*47%*	*16%*
Parcelforce Worldwide	**73**	39	5	2	1	48	25	8	40	25	42	10	11	1	2	2	*
	14%	*15%*	*15%*	*8%*	*20%*	*14%*	*14%*	*13%*	*14%*	*14%*	*15%* d	*11%*	*15%* d	*3%*	*17%* d	*17%*	*16%*
International Tracked (previously Airsure)	**52**	20	4	-	1	26	26	1	25	26	30	9	5	2	*	1	*
	10%	*8%*	*12%* c	*-%*	*25%*	*8%*	*14%* a	*1%*	*9%* a	*14%* a	*10%*	*10%*	*8%*	*8%*	*1%*	*11%*	*16%*
International standard mail (previously Airmail)	**50**	23	1	2	1	23	27	3	20	27	32	3	5	4	1	2	*
	10%	*9%*	*4%*	*8%*	*22%*	*7%*	*15%* a	*4%*	*7%*	*15%* **ab**	*11%* b	*3%*	*8%*	*16%* b	*7%*	*17%*	*16%*
International Signed	**50**	18	6	*	1	22	27	*	22	27	30	9	3	1	2	2	*
	10%	*7%*	*16%* **ac**	*2%*	*25%*	*7%*	*15%* a	**%*	*8%* a	*15%* **ab**	*11%*	*9%*	*4%*	*3%*	*12%*	*18%*	*16%*
International Tracked and Signed	**44**	10	3	-	1	21	24	2	19	24	24	10	3	3	-	1	*
	8%	*4%*	*9%*	*-%*	*17%*	*6%*	*13%* a	*3%*	*7%*	*13%* **ab**	*8%*	*11%* e	*4%*	*13%* e	*-%*	*12%*	*16%*
Royal Mail tracked 24 hours	**34**	19	1	3	*	19	14	5	14	14	18	5	7	*	*	*	-
	6%	*7%*	*3%*	*13%*	*6%*	*6%*	*8%*	*8%*	*5%*	*8%*	*6%*	*6%*	*10%*	*2%*	*3%*	*1%*	*-%*
Royal Mail tracked 48 hours	**19**	9	1	*	*	10	9	2	8	9	12	3	2	*	*	*	-
	4%	*3%*	*1%*	*1%*	*6%*	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*3%*	*2%*	*2%*	*3%*	*1%*	*-%*
International Economy (previously surface mail)	**17**	7	1	*	*	10	7	1	10	7	12	2	1	1	*	*	-
	3%	*3%*	*2%*	*2%*	*7%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*2%*	*2%*	*5%*	*1%*	*4%*	*-%*
Special Delivery Guaranteed by 9am	**16**	6	2	1	*	10	6	5	5	6	10	2	2	*	*	*	-
	3%	*2%*	*6%*	*2%*	*3%*	*3%*	*3%*	*8%* b	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*4%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g
Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	***f**	***g**
Unweighted total	**523**	206	41	41	20	296	227	55	241	227	236	88	71	45	35	29	2
Weighted total	**522**	256	36	26	4	339	182	64	275	182	289	90	69	27	13	12	3
None of these (DO NOT READ OUT)	**63**	29	4	5	1	36	27	2	34	27	32	14	5	5	-	1	2
	12%	*11%*	*12%*	*20%*	*22%*	*11%*	*15%*	*4%*	*12%*	*15%* a	*11%* e	*15%* e	*7%*	*17%* e	*-%*	*6%*	*84%*
Don't Know (DO NOT READ OUT)	**4**	-	-	2	-	1	2	1	-	2	1	-	-	2	-	-	-
	1%	*-%*	*-%*	*9%* a	*-%*	**%*	*1%*	*2%* b	*-%*	*1%*	**%*	*-%*	*-%*	*9%* **abc**	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	523	361	62	41	26	28	433	89	394	128	284	231	7
Weighted total	522	374	59	39	24	23	423	99	382	139	272	246	3
Standard 1st Class	266	201	31	12	9	13	233	34	216	50	157	108	*
	51%	54%	53%	31%	35%	56%	55%	34%	57%	36%	58%	44%	14%
		c	c				b		b		b		
Signed for 1st Class	243	176	30	12	12	12	212	31	195	48	149	93	*
	47%	47%	51%	30%	48%	53%	50%	31%	51%	35%	55%	38%	12%
		c	c				b		b		b		
Standard 2nd Class	188	146	17	9	3	13	169	18	154	34	119	69	*
	36%	39%	28%	24%	10%	55%	40%	19%	40%	24%	44%	28%	6%
							b		b		b		
Special Delivery Guaranteed by 1pm	185	127	28	11	9	11	164	22	141	44	95	90	*
	36%	34%	48%	28%	37%	45%	39%	22%	37%	32%	35%	36%	14%
			a				b						
Signed for 2nd Class	122	82	19	8	4	8	111	12	100	22	72	50	*
	23%	22%	32%	21%	18%	36%	26%	12%	26%	16%	26%	20%	9%
							b		b				
Parcelforce Worldwide	73	56	6	2	3	7	60	13	53	20	27	45	1
	14%	15%	11%	4%	12%	29%	14%	13%	14%	14%	10%	18%	52%
												a	
International Tracked (previously Airsure)	52	28	10	*	5	9	39	13	32	20	13	39	*
	10%	7%	17%	*%	20%	37%	9%	13%	8%	14%	5%	16%	6%
			ac									a	
International standard mail (previously Airmail)	50	23	13	1	5	7	37	13	31	19	17	32	*
	10%	6%	22%	4%	21%	30%	9%	13%	8%	14%	6%	13%	6%
			ac									a	
International Signed	50	22	11	3	6	8	33	17	27	22	11	38	*
	10%	6%	18%	8%	25%	32%	8%	17%	7%	16%	4%	15%	17%
			a					a		a		a	
International Tracked and Signed	44	24	9	1	3	8	34	10	29	16	11	33	-
	8%	6%	16%	2%	10%	32%	8%	10%	7%	11%	4%	13%	-%
			ac									a	
Royal Mail tracked 24 hours	34	19	7	2	*	5	30	4	30	4	17	17	-
	6%	5%	13%	5%	1%	21%	7%	4%	8%	3%	6%	7%	-%
			a						b				
Royal Mail tracked 48 hours	19	10	4	1	*	5	18	2	17	3	9	11	-
	4%	3%	7%	2%	1%	21%	4%	2%	4%	2%	3%	4%	-%
International Economy (previously surface mail)	17	10	5	1	*	*	12	5	9	8	5	12	-
	3%	3%	9%	3%	2%	1%	3%	5%	2%	6%	2%	5%	-%
			a									a	

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**523**	361	62	41	26	28	433	89	394	128	284	231	7
Weighted total	**522**	374	59	39	24	23	423	99	382	139	272	246	3
Special Delivery Guaranteed by 9am	**16**	10	4	1	-	1	13	3	12	4	8	8	*
	3%	*3%*	*7%*	*2%*	*-%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*8%*
None of these (DO NOT READ OUT)	**63**	34	10	7	8	3	28	35	17	46	10	52	*
	12%	*9%*	*16%*	*18%*	*34%*	*13%*	*7%*	*35%* a	*4%*	*33%* a	*4%*	*21%* a	*14%*
Don't Know (DO NOT READ OUT)	**4**	1	-	2	-	-	4	-	4	-	1	2	-
	1%	**%*	*-%*	*6%* a	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**523**	229	94	194	469	394	486	523	198	231	368	306	6	205	297	501	100
Weighted total	**522**	229	98	186	450	365	473	522	181	239	342	310	4	203	310	496	75
Standard 1st Class	**266**	119	51	90	226	199	240	266	82	109	168	146	4	116	160	259	39
	51%	*52%*	*52%*	*49%*	*50%*	*55%* **ef**	*51%*	*51%*	*45%*	*45%*	*49%*	*47%*	*86%*	*57%* a	*52%*	*52%*	*52%*
Signed for 1st Class	**243**	121	42	77	216	176	224	243	84	97	162	132	3	107	175	232	43
	47%	*53%* c	*43%*	*42%*	*48%*	*48%*	*47%*	*47%*	*46%*	*40%*	*47%*	*43%*	*70%*	*53%* a	*57%* b	*47%*	*57%*
Standard 2nd Class	**188**	81	45	56	169	142	177	188	58	76	131	99	*	88	81	185	27
	36%	*36%*	*46%* c	*30%*	*37%*	*39%*	*37%*	*36%*	*32%*	*32%*	*38%*	*32%*	*10%*	*43%* a	*26%*	*37%* a	*36%*
Special Delivery Guaranteed by 1pm	**185**	77	35	72	158	135	168	185	59	101	113	126	3	54	134	177	42
	36%	*34%*	*36%*	*39%*	*35%*	*37%*	*36%*	*36%*	*33%*	*42%* **eg**	*33%*	*41%* c	*70%*	*27%*	*43%* b	*36%*	*56%* **ab**
Signed for 2nd Class	**122**	56	28	36	108	86	116	122	36	54	75	76	*	46	80	121	17
	23%	*24%*	*29%*	*19%*	*24%*	*24%*	*25%*	*23%*	*20%*	*23%*	*22%*	*25%*	*4%*	*22%*	*26%*	*24%*	*23%*
Parcelforce Worldwide	**73**	35	13	24	58	49	65	73	32	37	48	44	3	26	51	67	27
	14%	*15%*	*13%*	*13%*	*13%*	*14%*	*14%*	*14%*	*18%*	*16%*	*14%*	*14%*	*61%*	*13%*	*16%*	*13%*	*36%* **ab**
International Tracked (previously Airsure)	**52**	17	9	27	37	31	41	52	20	32	31	40	3	9	40	45	31
	10%	*7%*	*9%*	*14%* a	*8%*	*8%*	*9%*	*10%*	*11%*	*13%* **ab**	*9%*	*13%* c	*61%*	*4%*	*13%*	*9%*	*42%* **ab**
International standard mail (previously Airmail)	**50**	18	6	24	42	36	44	50	13	39	29	43	-	7	35	48	30
	10%	*8%*	*6%*	*13%*	*9%*	*10%*	*9%*	*10%*	*7%*	*16%* **abcdeg**	*9%*	*14%* c	*-%*	*4%*	*11%*	*10%*	*40%* **ab**
International Signed	**50**	14	9	27	39	31	43	50	16	35	28	43	3	4	41	43	29
	10%	*6%*	*9%*	*14%* a	*9%*	*8%*	*9%*	*10%*	*9%*	*15%* **abcdeg**	*8%*	*14%* c	*65%*	*2%*	*13%* b	*9%*	*39%* **ab**
International Tracked and Signed	**44**	10	9	26	32	25	36	44	15	26	27	36	3	5	37	34	27
	8%	*4%*	*9%*	*14%* a	*7%*	*7%*	*8%*	*8%*	*9%*	*11%*	*8%*	*12%* c	*65%*	*2%*	*12%* b	*7%*	*37%* **ab**
Royal Mail tracked 24 hours	**34**	16	5	12	30	27	31	34	11	18	23	23	-	11	28	34	12
	6%	*7%*	*5%*	*7%*	*7%*	*7%*	*7%*	*6%*	*6%*	*7%*	*7%*	*7%*	*-%*	*5%*	*9%*	*7%*	*16%* b
Royal Mail tracked 48 hours	**19**	8	3	8	17	15	17	19	5	15	11	17	-	3	18	19	9
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*6%*	*3%*	*5%* c	*-%*	*1%*	*6%*	*4%*	*12%* b

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**523**	229	94	194	469	394	486	523	198	231	368	306	6	205	297	501	100
Weighted total	**522**	229	98	186	450	365	473	522	181	239	342	310	4	203	310	496	75
International Economy (previously surface mail)	**17**	9	5	3	17	11	17	17	8	10	9	14	-	4	14	17	7
	3%	*4%*	*5%*	*2%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*-%*	*2%*	*5%*	*3%*	*10%* b
Special Delivery Guaranteed by 9am	**16**	12	1	3	16	12	16	16	4	9	12	11	-	5	9	16	5
	3%	*5%*	*1%*	*2%*	*4%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*-%*	*2%*	*3%*	*3%*	*6%*
None of these (DO NOT READ OUT)	**63**	31	11	21	58	39	58	63	25	40	47	47	*	14	28	56	10
	12%	*14%*	*11%*	*11%*	*13%*	*11%*	*12%*	*12%*	*14%*	*17%* b	*14%*	*15%* c	*10%*	*7%*	*9%*	*11%*	*14%*
Don't Know (DO NOT READ OUT)	**4**	-	1	2	4	2	4	4	2	2	1	2	-	1	2	4	2
	1%	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%* b
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker
Table 26 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**523**	406	344	42	6	453	513	472	517	489	518	1	381	502	117	95	382	43
Weighted total	**522**	403	313	40	5	460	508	455	512	480	512	2	372	495	104	107	364	47
Standard 1st Class	**266**	243	146	23	3	237	263	231	263	245	261	-	185	254	58	48	197	21
	51%	*60%* b	*47%*	*57%*	*55%*	*51%*	*52%*	*51%*	*51%*	*51%*	*51%*	*-%*	*50%*	*51%*	*55%*	*44%*	*54%*	*45%*
Signed for 1st Class	**243**	207	131	14	3	221	238	219	240	237	239	-	187	233	57	42	177	22
	47%	*51%* b	*42%*	*36%*	*55%*	*48%*	*47%*	*48%*	*47%*	*49%*	*47%*	*-%*	*50%*	*47%*	*55%*	*39%*	*49%*	*48%*
Standard 2nd Class	**188**	149	162	20	2	164	183	166	185	171	185	2	120	181	45	40	125	19
	36%	*37%*	*52%* a	*50%*	*46%*	*36%*	*36%*	*37%*	*36%*	*36%*	*36%*	*100%*	*32%*	*37%*	*44%* a	*38%*	*34%*	*42%*
Special Delivery Guaranteed by 1pm	**185**	158	105	12	4	167	179	165	182	173	184	-	140	179	51	33	130	22
	36%	*39%*	*34%*	*29%*	*81%*	*36%*	*35%*	*36%*	*36%*	*36%*	*36%*	*-%*	*38%*	*36%*	*49%* **ab**	*31%*	*36%*	*48%*
Signed for 2nd Class	**122**	94	98	12	1	106	116	105	116	109	120	2	89	115	22	25	85	10
	23%	*23%*	*31%* a	*30%*	*14%*	*23%*	*23%*	*23%*	*23%*	*23%*	*23%*	*100%*	*24%*	*23%*	*22%*	*23%*	*23%*	*21%*
Parcelforce Worldwide	**73**	58	42	3	2	65	72	63	72	70	73	-	54	69	25	12	53	8
	14%	*14%*	*14%*	*6%*	*50%*	*14%*	*14%*	*14%*	*14%*	*15%*	*14%*	*-%*	*15%*	*14%*	*24%* **ab**	*11%*	*15%*	*17%*
International Tracked (previously Airsure)	**52**	36	34	1	2	47	50	43	50	47	52	-	31	48	25	14	35	3
	10%	*9%*	*11%*	*4%*	*41%*	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*	*-%*	*8%*	*10%*	*25%* **ab**	*13%*	*10%*	*6%*
International standard mail (previously Airmail)	**50**	39	34	2	2	45	49	45	50	48	50	-	32	50	23	11	38	1
	10%	*10%*	*11%*	*6%*	*50%*	*10%*	*10%*	*10%*	*10%*	*10%*	*10%*	*-%*	*8%*	*10%*	*22%* **ab**	*10%*	*11%* c	*1%*
International Signed	**50**	39	30	2	2	44	47	42	48	47	50	-	33	43	22	14	32	3
	10%	*10%*	*10%*	*4%*	*41%*	*9%*	*9%*	*9%*	*9%*	*10%*	*10%*	*-%*	*9%*	*9%*	*22%* **ab**	*13%*	*9%*	*7%*
International Tracked and Signed	**44**	29	25	*	*	42	40	36	42	41	42	-	26	40	20	13	28	3
	8%	*7%*	*8%*	*1%*	*9%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	*-%*	*7%*	*8%*	*19%* **ab**	*12%*	*8%*	*7%*
Royal Mail tracked 24 hours	**34**	33	18	3	2	29	34	28	34	30	31	-	28	31	6	4	28	2
	6%	*8%*	*6%*	*8%*	*36%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*-%*	*7%*	*6%*	*6%*	*4%*	*8%*	*3%*
Royal Mail tracked 48 hours	**19**	19	14	2	2	16	19	19	19	19	19	-	14	19	6	4	14	2
	4%	*5%*	*4%*	*4%*	*36%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*6%*	*4%*	*4%*	*3%*
International Economy (previously surface mail)	**17**	12	14	1	-	15	17	17	17	17	17	-	14	17	7	3	13	2
	3%	*3%*	*4%*	*2%*	*-%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*-%*	*4%*	*3%*	*7%*	*3%*	*3%*	*4%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**523**	406	344	42	6	453	513	472	517	489	518	1	381	502	117	95	382	43
Weighted total	**522**	403	313	40	5	460	508	455	512	480	512	2	372	495	104	107	364	47
Special Delivery Guaranteed by 9am	**16**	15	12	*	*	15	16	16	16	14	16	-	15	16	5	1	14	*
	3%	*4%*	*4%*	*1%*	*5%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*5%*	*1%*	*4%*	*1%*
None of these (DO NOT READ OUT)	**63**	35	39	9	*	50	63	53	63	57	63	-	44	60	13	19	39	5
	12%	*9%*	*13%*	*22%* c	*10%*	*11%*	*12%*	*12%*	*12%*	*12%*	*12%*	*-%*	*12%*	*12%*	*13%*	*18%*	*11%*	*10%*
Don't Know (DO NOT READ OUT)	**4**	2	4	-	-	4	4	4	4	4	4	-	4	4	-	-	4	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker
Table 26 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**523**	77	43	401	328	195	492	31	400	30	126	389	43	133
Weighted total	**522**	80	40	398	317	205	488	34	398	35	123	395	36	131
Standard 1st Class	**266**	30	25	211	164	103	248	19	206	18	57	209	11	60
	51%	*38%*	*62%* a	*53%* a	*52%*	*50%*	*51%*	*55%*	*52%*	*52%*	*46%*	*53%*	*31%*	*46%*
Signed for 1st Class	**243**	26	18	198	154	89	221	22	183	19	62	181	10	53
	47%	*32%*	*44%*	*50%* a	*49%*	*43%*	*45%*	*64%* a	*46%*	*54%*	*50%*	*46%*	*28%*	*40%*
Standard 2nd Class	**188**	19	11	157	115	73	173	14	138	13	41	147	12	36
	36%	*24%*	*29%*	*39%* a	*36%*	*36%*	*36%*	*42%*	*35%*	*36%*	*33%*	*37%*	*34%*	*28%*
Special Delivery Guaranteed by 1pm	**185**	32	13	141	104	81	172	13	139	15	55	130	7	53
	36%	*40%*	*32%*	*35%*	*33%*	*40%*	*35%*	*39%*	*35%*	*42%*	*45%* b	*33%*	*18%*	*40%* a
Signed for 2nd Class	**122**	18	7	95	81	41	115	7	85	10	29	93	7	33
	23%	*22%*	*18%*	*24%*	*26%*	*20%*	*24%*	*20%*	*21%*	*30%*	*24%*	*23%*	*20%*	*25%*
Parcelforce Worldwide	**73**	12	7	55	46	27	69	4	50	11	23	49	10	23
	14%	*15%*	*17%*	*14%*	*15%*	*13%*	*14%*	*12%*	*13%*	*32%* a	*18%*	*12%*	*27%*	*17%*
International Tracked (previously Airsure)	**52**	13	4	35	35	17	51	1	34	7	23	29	8	19
	10%	*16%* c	*9%*	*9%*	*11%*	*8%*	*10%*	*3%*	*8%*	*21%* a	*19%* b	*7%*	*21%*	*15%*
International standard mail (previously Airmail)	**50**	12	4	34	34	15	46	4	29	9	25	25	6	15
	10%	*15%*	*10%*	*9%*	*11%*	*7%*	*9%*	*11%*	*7%*	*26%* a	*20%* b	*6%*	*18%*	*11%*
International Signed	**50**	10	5	35	32	18	49	1	31	7	20	29	8	20
	10%	*12%*	*12%*	*9%*	*10%*	*9%*	*10%*	*3%*	*8%*	*19%* a	*17%* b	*7%*	*21%*	*15%*
International Tracked and Signed	**44**	10	1	33	31	13	43	1	33	4	13	31	6	17
	8%	*13%*	*3%*	*8%*	*10%*	*6%*	*9%*	*3%*	*8%*	*12%*	*11%*	*8%*	*17%*	*13%*
Royal Mail tracked 24 hours	**34**	1	4	29	22	12	31	3	23	1	11	23	1	11
	6%	*1%*	*11%* a	*7%* a	*7%*	*6%*	*6%*	*8%*	*6%*	*4%*	*9%*	*6%*	*1%*	*9%*
Royal Mail tracked 48 hours	**19**	1	2	17	12	7	19	*	8	1	7	12	1	6
	4%	*1%*	*4%*	*4%*	*4%*	*4%*	*4%*	*1%*	*2%*	*4%*	*6%*	*3%*	*1%*	*5%*
International Economy (previously surface mail)	**17**	5	-	12	15	2	14	3	13	-	10	7	3	4
	3%	*6%*	*-%*	*3%*	*5%* b	*1%*	*3%*	*9%*	*3%*	*-%*	*8%* b	*2%*	*8%*	*3%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**523**	77	43	401	328	195	492	31	400	30	126	389	43	133
Weighted total	**522**	80	40	398	317	205	488	34	398	35	123	395	36	131
Special Delivery Guaranteed by 9am	**16**	4	2	10	10	6	16	-	13	1	5	10	*	5
	3%	*5%*	*4%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*2%*	*4%*	*3%*	*1%*	*4%*
None of these (DO NOT READ OUT)	**63**	17	6	37	39	24	63	*	48	4	14	48	7	19
	12%	*22%* c	*15%*	*9%*	*12%*	*12%*	*13%*	*1%*	*12%*	*11%*	*12%*	*12%*	*18%*	*14%*
Don't Know (DO NOT READ OUT)	**4**	-	-	4	4	-	4	-	1	2	2	1	2	-
	1%	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*7%* a	*2%*	**%*	*7%* b	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	*a	b	c	a	b	c
Unweighted total	**523**	152	3	54	94	49	29	39	93	60	40	65
Weighted total	**522**	144	6	42	88	55	22	48	95	50	48	73
Standard 1st Class	**266**	63	2	18	51	23	16	28	48	18	29	36
	51%	*43%*	*38%*	*42%*	*58%*	*42%*	*71%*	*57%*	*50%*	*37%*	*60%* a	*50%*
Signed for 1st Class	**243**	57	2	16	52	23	11	23	39	21	24	34
	47%	*39%*	*38%*	*37%*	*59%* ac	*41%*	*51%*	*49%*	*41%*	*42%*	*51%*	*46%*
Standard 2nd Class	**188**	44	-	15	45	17	8	24	37	12	11	19
	36%	*31%*	*-%*	*34%*	*51%* c	*30%*	*37%*	*50%*	*39%*	*24%*	*23%*	*26%*
Special Delivery Guaranteed by 1pm	**185**	53	1	14	32	9	8	21	39	22	23	17
	36%	*37%*	*24%*	*33%* c	*36%* c	*16%*	*36%*	*44%*	*41%*	*45%* c	*49%* c	*23%*
Signed for 2nd Class	**122**	38	-	13	29	10	6	10	15	9	16	14
	23%	*27%*	*-%*	*30%*	*33%*	*19%*	*27%*	*21%*	*16%*	*18%*	*33%*	*19%*
Parcelforce Worldwide	**73**	26	-	4	18	4	4	6	14	4	10	9
	14%	*18%*	*-%*	*10%*	*21%*	*8%*	*16%*	*12%*	*15%*	*9%*	*20%*	*13%*
International Tracked (previously Airsure)	**52**	25	-	5	7	1	4	3	9	8	8	7
	10%	*17%*	*-%*	*11%* c	*8%*	*1%*	*18%*	*6%*	*10%*	*15%*	*18%*	*10%*
International standard mail (previously Airmail)	**50**	21	-	7	6	1	4	5	5	4	7	11
	10%	*14%*	*-%*	*16%* c	*7%*	*2%*	*16%*	*10%*	*5%*	*9%*	*15%*	*15%*
International Signed	**50**	25	-	4	8	1	6	-	7	5	12	8
	10%	*18%*	*-%*	*10%*	*9%*	*2%*	*25%*	*-%*	*7%*	*9%*	*24%* a	*10%*
International Tracked and Signed	**44**	21	-	4	8	2	4	4	7	5	7	4
	8%	*15%*	*-%*	*10%*	*9%*	*4%*	*18%*	*8%*	*7%*	*9%*	*14%*	*5%*
Royal Mail tracked 24 hours	**34**	12	-	-	-	-	-	-	-	8	9	17
	6%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*19%*	*23%*
Royal Mail tracked 48 hours	**19**	7	-	-	-	-	-	-	-	6	5	8
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*11%*	*11%*
International Economy (previously surface mail)	**17**	6	-	4	1	2	*	-	4	1	-	6
	3%	*4%*	*-%*	*10%* b	*1%*	*3%*	*1%*	*-%*	*4%*	*1%*	*-%*	*8%*
Special Delivery Guaranteed by 9am	**16**	5	-	-	-	-	-	-	-	5	6	5
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*13%*	*7%*

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	***a**	b	c	a	b	c
Unweighted total	**523**	152	3	54	94	49	29	39	93	60	40	65
Weighted total	**522**	144	6	42	88	55	22	48	95	50	48	73
None of these (DO NOT READ OUT)	**63**	22	2	9	5	10	2	5	10	5	3	15
	12%	*15%*	*38%*	*22%*	*6%*	*19%*	*7%*	*11%*	*10%*	*10%*	*6%*	*20%*
				b		b						
Don't Know (DO NOT READ OUT)	**4**	-	-	-	-	-	-	-	1	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1104**	56	94	58	67	81	97	73	70	74	144	156	134	670
Weighted total	**1082**	66	113	119	65	76	167	162	80	78	52	57	47	926
Standard delivery	**1065**	66	113	112	65	75	165	162	77	78	52	55	46	911
	98%	*100%*	*100%*	*94%*	*100%*	*98%*	*98%*	*100%*	*96%*	*100%*	*99%*	*98%*	*100%*	*98%*
			c		c			c		c	c		**ch**	c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**132**	6	7	17	12	9	21	21	10	10	6	8	6	113
	12%	*10%*	*6%*	*15%*	*18%*	*12%*	*12%*	*13%*	*13%*	*12%*	*11%*	*15%*	*12%*	*12%*
					b							b		
Urgent delivery (send / receive mail that needs to arrive rapidly)	**62**	2	4	20	*	2	6	5	5	8	3	4	4	51
	6%	*3%*	*3%*	*17%*	*1%*	*2%*	*3%*	*3%*	*6%*	*10%*	*5%*	*8%*	*9%*	*5%*
				abdefgj						**de**		d	**de**	
				m										
International delivery	**57**	1	2	13	*	3	18	3	-	7	3	2	4	48
	5%	*2%*	*2%*	*11%*	*1%*	*4%*	*11%*	*2%*	*-%*	*9%*	*6%*	*4%*	*8%*	*5%*
				bdghk			**bdghkm**			**bdh**	h		**dh**	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**41**	5	2	8	1	*	8	-	5	4	2	3	3	33
	4%	*7%*	*2%*	*7%*	*2%*	**%*	*5%*	*-%*	*6%*	*5%*	*5%*	*6%*	*6%*	*4%*
		eg		**eg**					**eg**			**eg**	**eg**	
Cross-Border Delivery	**12**	-	-	-	-	-	-	-	-	-	-	-	12	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*-%*
													abcdefgh ijkm	
Other (PLEASE SPECIFY)	**3**	-	-	-	1	-	-	-	-	1	-	*	-	2
	****%***	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	**%*
					m									
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
												m		
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**180**	8	12	30	12	11	26	26	15	14	7	11	8	153
	17%	*12%*	*11%*	*25%*	*18%*	*14%*	*16%*	*16%*	*19%*	*18%*	*14%*	*20%*	*17%*	*17%*
				b										

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	**c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1104**	113	111	15	88	241	54	449	824	175	57	48	280	478	626
Weighted total	**1082**	114	101	15	81	257	59	415	1036	28	9	8	46	523	558
Standard delivery	**1065**	112	101	15	80	254	59	404	1020	27	9	8	45	513	552
	98%	*98%*	*100%*	*100%*	*98%*	*99%*	*100%*	*97%*	*98%*	*97%*	*97%*	*100%*	*98%*	*98%*	*99%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**132**	24	14	*	11	25	7	48	125	4	2	1	7	62	70
	12%	*21%*	*14%*	*3%*	*13%*	*10%*	*11%*	*12%*	*12%*	*14%*	*22%*	*18%*	*16%*	*12%*	*13%*
		eg									a				
Urgent delivery (send / receive mail that needs to arrive rapidly)	**62**	6	7	-	5	8	8	26	58	2	1	1	4	36	26
	6%	*6%*	*7%*	*-%*	*6%*	*3%*	*13%*	*6%*	*6%*	*8%*	*11%*	*10%*	*9%*	*7%*	*5%*
							e						a		
International delivery	**57**	1	6	*	*	10	3	33	53	2	1	1	4	33	23
	5%	*1%*	*6%*	*3%*	*1%*	*4%*	*4%*	*8%*	*5%*	*6%*	*14%*	*12%*	*9%*	*6%*	*4%*
			ad					**ade**			**ab**	a	a		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**41**	7	6	-	3	7	*	15	39	1	1	1	3	14	27
	4%	*6%*	*6%*	*-%*	*3%*	*3%*	*1%*	*4%*	*4%*	*4%*	*7%*	*10%*	*6%*	*3%*	*5%*
												a			
Cross-Border Delivery	**12**	*	1	*	*	4	*	4	10	1	*	*	1	5	6
	1%	**%*	*1%*	*3%*	*1%*	*2%*	**%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*	*1%*	*1%*
										a			a		
Other (PLEASE SPECIFY)	**3**	-	-	-	-	-	-	3	3	-	-	-	-	1	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*
None of these (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**180**	27	16	*	16	31	14	71	171	5	2	2	9	86	94
	17%	*24%*	*16%*	*3%*	*19%*	*12%*	*24%*	*17%*	*16%*	*18%*	*25%*	*20%*	*20%*	*17%*	*17%*
		e					e								

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1104**	432	71	81	28	829	275	275	554	275	545	216	144	95	61	40	2
Weighted total	**1082**	516	54	58	5	886	195	309	577	195	629	205	139	59	34	13	3
Standard delivery	**1065**	511	54	56	5	874	190	306	568	190	621	201	136	56	34	13	3
	98%	*99%*	*100%*	*97%*	*93%*	*99%*	*97%*	*99%*	*99%*	*97%*	*99%* d	*98%*	*98%*	*96%*	*99%*	*99%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**132**	59	9	10	1	112	20	30	83	20	80	26	12	10	2	2	*
	12%	*11%*	*17%*	*17%*	*25%*	*13%*	*10%*	*10%*	*14%*	*10%*	*13%*	*13%*	*9%*	*17%* e	*6%*	*15%*	*16%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**62**	19	8	10	*	50	12	17	33	12	30	12	10	6	1	2	*
	6%	*4%*	*14%* a	*16%* a	*9%*	*6%*	*6%*	*6%*	*6%*	*6%*	*5%*	*6%*	*7%*	*11%* a	*2%*	*13%* **ae**	*16%*
International delivery	**57**	19	9	3	1	32	24	5	27	24	19	11	8	11	4	2	3
	5%	*4%*	*17%* **ac**	*5%*	*24%*	*4%*	*13%* a	*2%*	*5%* a	*13%* **ab**	*3%*	*5%*	*6%*	*18%* **abc**	*12%* a	*12%* a	*100%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**41**	23	5	1	*	36	6	9	27	6	30	4	2	3	1	1	-
	4%	*5%*	*9%* c	*1%*	*8%*	*4%*	*3%*	*3%*	*5%*	*3%*	*5%*	*2%*	*2%*	*5%*	*2%*	*8%* **bc**	*-%*
Cross-Border Delivery	**12**	4	1	*	*	6	5	1	5	5	3	2	2	2	1	1	*
	1%	*1%*	*1%*	**%*	*4%*	*1%*	*3%* a	**%*	*1%*	*3%* **ab**	*1%*	*1%*	*1%*	*3%* a	*4%* a	*6%* **ab**	*16%*
Other (PLEASE SPECIFY)	**3**	3	-	-	-	2	1	1	*	1	1	2	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	*	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**180**	81	11	15	1	154	26	43	111	26	107	35	22	11	2	2	*
	17%	*16%*	*20%*	*26%* a	*29%*	*17%*	*13%*	*14%*	*19%* c	*13%*	*17%* e	*17%* e	*16%*	*19%* e	*6%*	*18%*	*16%*

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1104	451	52	40	22	18	1028	76	986	118	855	238	11
Weighted total	1082	438	45	37	19	11	1006	75	964	117	846	230	5
Standard delivery	1065	430	41	36	19	11	989	75	947	117	830	229	5
	98%	98%	91%	99%	99%	100%	98%	100%	98%	100%	98%	100%	97%
		b											
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	132	81	3	3	3	2	120	12	110	23	103	30	-
	12%	18%	7%	8%	15%	17%	12%	16%	11%	19%	12%	13%	-%
		b								a			
Urgent delivery (send / receive mail that needs to arrive rapidly)	62	32	3	5	1	1	56	6	55	7	45	17	*
	6%	7%	7%	12%	5%	9%	6%	8%	6%	6%	5%	8%	3%
International delivery	57	23	4	3	4	2	47	10	44	13	36	21	*
	5%	5%	8%	9%	23%	21%	5%	13%	5%	11%	4%	9%	3%
								a		a		a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	24	2	1	1	1	36	6	31	10	29	13	-
	4%	5%	4%	2%	6%	5%	4%	7%	3%	8%	3%	6%	-%
										a			
Cross-Border Delivery	12	6	1	*	-	1	11	1	10	1	8	3	-
	1%	1%	1%	*%	-%	8%	1%	1%	1%	1%	1%	1%	-%
Other (PLEASE SPECIFY)	3	*	-	-	1	-	2	1	2	1	*	2	-
	*%	*%	-%	-%	7%	-%	*%	2%	*%	1%	*%	1%	-%
								a				a	
None of these (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	180	100	8	5	3	2	165	15	155	25	139	41	*
	17%	23%	17%	14%	15%	17%	16%	19%	16%	21%	16%	18%	3%

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1104**	598	190	311	1104	707	1104	469	382	219	791	287	7	288	386	1090	123
Weighted total	**1082**	592	198	282	1082	636	1082	450	341	213	751	273	5	270	370	1069	91
Standard delivery	**1065**	589	195	272	1065	622	1065	438	339	211	742	267	5	264	355	1065	84
	98%	*99%* c	*98%*	*96%*	*98%*	*98%*	*98%*	*97%*	*99%* d	*99%*	*99%*	*98%*	*100%*	*98%*	*96%*	*100%* **ac**	*93%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**132**	61	29	42	132	94	132	72	48	31	101	34	3	53	132	130	22
	12%	*10%*	*14%*	*15%* a	*12%*	*15%*	*12%*	*16%* **ac**	*14%*	*14%*	*13%*	*13%*	*57%*	*20%* a	*36%* **bc**	*12%*	*24%* b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**62**	26	9	27	62	40	62	31	23	8	47	13	3	26	62	62	14
	6%	*4%*	*5%*	*10%* **ab**	*6%*	*6%*	*6%*	*7%*	*7%*	*4%*	*6%*	*5%*	*57%*	*10%* a	*17%* b	*6%*	*16%* b
International delivery	**57**	21	9	27	57	46	57	34	30	21	44	27	3	7	31	50	57
	5%	*4%*	*5%*	*9%* **ab**	*5%*	*7%*	*5%*	*8%*	*9%* **ac**	*10%* **acg**	*6%*	*10%* c	*57%*	*3%*	*8%* b	*5%*	*62%* **ab**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**41**	18	9	13	41	30	41	27	12	11	29	13	3	13	41	38	13
	4%	*3%*	*5%*	*5%*	*4%*	*5%*	*4%*	*6%*	*3%*	*5%*	*4%*	*5%*	*57%*	*5%*	*11%* b	*4%*	*14%* b
Cross-Border Delivery	**12**	5	1	5	12	8	12	8	3	4	9	5	-	3	6	12	12
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*13%* **ab**
Other (PLEASE SPECIFY)	**3**	2	-	1	3	2	3	2	*	1	2	2	-	-	2	3	-
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*-%*
None of these (DO NOT READ OUT)	*	-	-	*	*	*	*	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**180**	80	35	63	180	127	180	93	64	36	136	42	3	71	180	174	27
	17%	*14%*	*18%*	*22%* a	*17%*	*20%*	*17%*	*21%*	*19%*	*17%*	*18%*	*15%*	*57%*	*27%* a	*49%* **bc**	*16%*	*30%* b

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1104**	868	752	60	16	1001	1084	959	1091	872	1076	3	661	1068	167	126	864	110
Weighted total	**1082**	836	710	57	17	986	1060	913	1067	842	1052	6	628	1043	147	135	831	110
Standard delivery	**1065**	832	708	57	17	969	1043	903	1050	830	1038	6	618	1033	144	131	818	110
	98%	*99%*	*100%*	*100%*	*100%*	*98%*	*98%*	*99%*	*98%*	*99%*	*99%*	*100%*	*98%*	*99%*	*98%*	*97%*	*98%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**132**	111	91	9	*	120	132	121	132	111	131	-	96	131	29	24	92	16
	12%	*13%*	*13%*	*16%*	*3%*	*12%*	*12%*	*13%*	*12%*	*13%*	*12%*	*-%*	*15%*	*13%*	*19%* b	*18%* b	*11%*	*15%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**62**	54	45	6	1	55	61	53	61	49	59	1	44	55	15	7	46	9
	6%	*6%*	*6%*	*11%*	*4%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*19%*	*7%*	*5%*	*10%* b	*5%*	*6%*	*9%*
International delivery	**57**	40	41	4	1	52	57	50	57	45	57	-	40	53	37	18	33	6
	5%	*5%*	*6%*	*7%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*6%*	*5%*	*25%* **ab**	*13%* **bc**	*4%*	*5%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**41**	35	28	4	-	37	41	39	41	39	41	-	40	38	21	8	24	9
	4%	*4%*	*4%*	*7%*	*-%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*-%*	*6%* b	*4%*	*14%* **ab**	*6%*	*3%*	*8%* b
Cross-Border Delivery	**12**	11	8	1	*	10	12	11	12	11	12	-	8	11	9	1	10	*
	1%	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*6%* **ab**	*1%*	*1%*	*%*
Other (PLEASE SPECIFY)	**3**	3	2	-	-	3	3	3	3	3	3	-	3	3	-	-	2	1
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*1%*
None of these (DO NOT READ OUT)	*	-	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**180**	150	120	12	1	164	179	160	179	148	174	1	133	170	34	30	129	22
	17%	*18%*	*17%*	*20%*	*4%*	*17%*	*17%*	*18%*	*17%*	*18%*	*17%*	*19%*	*21%* b	*16%*	*23%* b	*22%*	*15%*	*20%*

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1104**	74	55	970	673	431	1018	86	878	58	210	883	33	150
Weighted total	**1082**	70	49	957	670	411	975	106	840	67	202	874	22	136
Standard delivery	**1065**	69	49	941	659	406	959	105	823	67	201	858	22	135
	98%	*99%*	*100%*	*98%*	*98%*	*99%*	*98%*	*99%*	*98%*	*100%*	*100%*	*98%*	*100%*	*99%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**132**	9	11	113	76	56	123	9	99	18	37	95	5	17
	12%	*13%*	*22%* c	*12%*	*11%*	*14%*	*13%*	*9%*	*12%*	*27%* a	*19%* b	*11%*	*21%*	*13%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**62**	5	4	53	45	17	62	1	40	13	21	41	5	10
	6%	*7%*	*7%*	*6%*	*7%*	*4%*	*6%* b	*1%*	*5%*	*19%* a	*10%* b	*5%*	*22%* b	*7%*
International delivery	**57**	11	2	43	41	16	55	1	32	10	19	38	3	6
	5%	*16%* **bc**	*4%*	*4%*	*6%*	*4%*	*6%*	*1%*	*4%*	*15%* a	*9%* b	*4%*	*15%* b	*4%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**41**	4	1	36	31	11	41	*	32	6	10	32	1	8
	4%	*6%*	*2%*	*4%*	*5%*	*3%*	*4%*	**%*	*4%*	*8%*	*5%*	*4%*	*3%*	*6%*
Cross-Border Delivery	**12**	*	1	10	7	4	11	*	10	-	2	9	-	2
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*
Other (PLEASE SPECIFY)	**3**	1	-	2	3	-	3	-	2	1	1	2	-	2
	****%***	*2%* c	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*2%* a	*1%*	**%*	*-%*	*2%*
None of these (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**180**	12	13	155	114	66	170	10	130	27	51	129	7	26
	17%	*17%*	*27%* c	*16%*	*17%*	*16%*	*17%* b	*9%*	*15%*	*40%* a	*25%* b	*15%*	*31%*	*19%*

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters
Base: All Respondents who send LETTERS regularly

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1104	163	2	109	160	119	55	85	214	133	100	129
Weighted total	1082	140	3	98	152	137	53	79	208	109	117	129
Standard delivery	1065	139	3	96	150	133	52	79	207	109	114	126
	98%	*100%*	*100%*	*98%*	*98%*	*97%*	*97%*	*100%*	*100%* a	*100%*	*98%*	*98%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	132	19	-	7	16	12	6	2	34	16	9	30
	12%	*13%*	*-%*	*7%*	*11%*	*9%*	*11%*	*3%*	*16%* b	*15%*	*8%*	*24%* b
Urgent delivery (send / receive mail that needs to arrive rapidly)	62	12	-	4	10	8	-	5	14	10	3	8
	6%	*8%*	*-%*	*4%*	*7%*	*6%*	*-%*	*7%*	*7%*	*9%* b	*3%*	*6%*
International delivery	57	6	-	1	6	7	1	6	14	10	9	4
	5%	*4%*	*-%*	*1%*	*4%*	*5%*	*2%*	*7%*	*7%*	*10%* c	*8%*	*3%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	7	-	*	3	7	2	2	13	5	3	7
	4%	*5%*	*-%*	*%*	*2%*	*5%* a	*3%*	*2%*	*6%*	*5%*	*2%*	*5%*
Cross-Border Delivery	12	2	-	1	2	2	-	1	3	1	1	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	3	2	-	-	-	-	-	-	1	-	-	2
	%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	180	29	-	10	26	19	7	9	42	22	11	35
	17%	*21%*	*-%*	*10%*	*17%*	*14%*	*14%*	*11%*	*20%*	*20%* b	*9%*	*27%* b

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

Ofcom; Business Postal Tracker
Table 28

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**735**	37	70	44	42	47	65	45	35	56	93	108	93	441
Weighted total	**670**	43	79	89	35	37	103	97	33	54	32	38	30	569
Standard delivery	**629**	40	74	84	33	35	98	89	31	51	31	34	30	534
	94%	*93%*	*94%*	*94%*	*93%*	*93%*	*95%*	*92%*	*94%*	*95%*	*97%*	*89%*	*98%*	*94%*
											k		k	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**112**	6	7	17	8	3	19	23	4	10	4	9	4	96
	17%	*14%*	*9%*	*19%*	*22%*	*7%*	*18%*	*24%*	*12%*	*19%*	*11%*	*24%*	*12%*	*17%*
					b			**be**				**bejl**		
Urgent delivery (send / receive mail that needs to arrive rapidly)	**50**	3	2	10	2	3	8	7	2	4	2	5	2	41
	7%	*7%*	*3%*	*11%*	*5%*	*8%*	*8%*	*8%*	*5%*	*7%*	*6%*	*12%*	*8%*	*7%*
												b		
International delivery	**37**	1	2	13	2	*	8	2	-	3	2	1	2	32
	6%	*3%*	*3%*	*15%*	*5%*	**%*	*8%*	*2%*	*-%*	*5%*	*6%*	*4%*	*7%*	*6%*
				beghkm										
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**33**	2	2	10	-	*	6	2	2	2	3	2	2	26
	5%	*4%*	*2%*	*11%*	*-%*	*1%*	*6%*	*2%*	*6%*	*3%*	*9%*	*6%*	*6%*	*5%*
				bdem										
Cross-Border Delivery	**6**	-	-	-	-	-	-	-	-	-	-	-	6	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*
													abcdefgh ijkm	
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
												m		
None of these (DO NOT READ OUT)	**1**	-	-	-	*	-	-	-	-	-	-	1	*	*
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	**%*
												m	m	
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**155**	9	9	25	9	6	24	30	7	15	5	11	5	134
	23%	*22%*	*11%*	*28%*	*25%*	*15%*	*23%*	*31%*	*21%*	*28%*	*16%*	*30%*	*15%*	*24%*
				b				**bjl**		b		**bjl**		b
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	**c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**735**	62	85	11	57	146	44	309	502	139	46	48	233	322	413
Weighted total	**670**	60	67	10	43	154	47	264	632	22	8	8	38	327	343
Standard delivery	**629**	60	64	10	40	146	46	241	593	21	8	8	36	309	321
	94%	*99%*	*96%*	*100%*	*93%*	*95%*	*96%*	*91%*	*94%*	*93%*	*98%*	*100%*	*95%*	*94%*	*93%*
		g													
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**112**	15	9	*	7	22	8	46	106	4	2	1	7	48	64
	17%	*24%*	*13%*	*4%*	*16%*	*14%*	*18%*	*17%*	*17%*	*16%*	*24%*	*15%*	*18%*	*15%*	*19%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**50**	5	7	-	4	7	7	17	47	2	1	1	3	23	28
	7%	*8%*	*11%*	*-%*	*9%*	*5%*	*15%*	*7%*	*7%*	*8%*	*9%*	*8%*	*9%*	*7%*	*8%*
							eg								
International delivery	**37**	-	3	*	3	5	3	19	34	1	1	1	3	26	11
	6%	*-%*	*5%*	*4%*	*6%*	*3%*	*6%*	*7%*	*5%*	*5%*	*16%*	*12%*	*9%*	*8%*	*3%*
					a		a	a			**ab**			b	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**33**	6	3	-	2	4	*	15	30	1	1	1	3	15	18
	5%	*10%*	*4%*	*-%*	*5%*	*2%*	*1%*	*6%*	*5%*	*4%*	*9%*	*13%*	*7%*	*5%*	*5%*
		e										**ab**			
Cross-Border Delivery	**6**	-	*	-	*	1	-	4	5	*	*	-	*	3	2
	1%	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
None of these (DO NOT READ OUT)	**1**	*	*	-	-	*	-	*	1	*	-	-	*	*	1
	****%***	*1%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**155**	21	11	*	12	27	15	63	147	5	2	2	9	68	87
	23%	*35%*	*17%*	*4%*	*28%*	*17%*	*32%*	*24%*	*23%*	*22%*	*24%*	*22%*	*22%*	*21%*	*25%*
		be					e								

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**735**	272	53	61	25	500	235	123	377	235	297	147	114	79	56	38	2
Weighted total	**670**	321	41	39	5	514	156	119	396	156	338	138	100	46	29	13	3
Standard delivery	**629**	311	39	36	4	481	148	114	367	148	314	129	98	44	29	13	3
	94%	*97%*	*95%*	*92%*	*88%*	*93%*	*95%*	*96%*	*93%*	*95%*	*93%*	*93%*	*98%*	*94%*	*99%*	*100%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**112**	43	7	7	1	86	26	18	68	26	63	23	8	11	2	5	*
	17%	*13%*	*18%*	*19%*	*23%*	*17%*	*17%*	*15%*	*17%*	*17%*	*19%*	*17%*	*7%*	*23%*	*7%*	*35%*	*16%*
											ce	c		**ce**		**abce**	
Urgent delivery (send / receive mail that needs to arrive rapidly)	**50**	18	6	6	*	42	8	4	38	8	20	10	12	6	*	1	*
	7%	*6%*	*14%*	*15%*	*8%*	*8%*	*5%*	*4%*	*10%*	*5%*	*6%*	*7%*	*12%*	*12%*	*1%*	*10%*	*16%*
			a	a					**ac**				**ae**	e		e	
International delivery	**37**	11	5	3	1	17	20	1	16	20	8	6	7	11	3	1	*
	6%	*3%*	*13%*	*8%*	*24%*	*3%*	*13%*	*1%*	*4%*	*13%*	*2%*	*4%*	*7%*	*24%*	*11%*	*10%*	*16%*
			a				a			**ab**			a	**abc**	a	a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**33**	15	4	1	*	26	7	5	21	7	15	8	4	3	1	1	-
	5%	*5%*	*10%*	*3%*	*10%*	*5%*	*4%*	*4%*	*5%*	*4%*	*4%*	*6%*	*4%*	*7%*	*3%*	*8%*	*-%*
Cross-Border Delivery	**6**	3	*	*	*	4	2	1	3	2	1	1	1	*	*	1	*
	1%	*1%*	**%*	**%*	*2%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*5%*	*16%*
																a	
Other (PLEASE SPECIFY)	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	*	-	-	1	*	-	1	*	1	-	*	*	-	-	-
	****%***	**%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**155**	63	10	10	1	126	30	22	104	30	79	32	22	13	2	5	*
	23%	*20%*	*24%*	*27%*	*29%*	*24%*	*19%*	*18%*	*26%*	*19%*	*23%*	*23%*	*21%*	*29%*	*7%*	*37%*	*16%*
									c		e	e	e	e		e	

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**735**	344	47	30	17	23	674	61	644	91	536	190	9
Weighted total	**670**	332	42	23	10	15	612	58	586	85	492	173	5
Standard delivery	**629**	306	40	23	9	14	577	53	551	78	463	162	4
	94%	*92%*	*94%*	*99%*	*96%*	*92%*	*94%*	*91%*	*94%*	*92%*	*94%*	*93%*	*96%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**112**	60	5	3	1	6	102	11	96	17	82	31	-
	17%	*18%*	*13%*	*11%*	*13%*	*37%*	*17%*	*19%*	*16%*	*20%*	*17%*	*18%*	*-%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**50**	31	6	2	1	1	47	3	44	6	31	19	*
	7%	*9%*	*14%*	*10%*	*7%*	*6%*	*8%*	*5%*	*8%*	*7%*	*6%*	*11%* a	*4%*
International delivery	**37**	14	7	5	1	2	32	5	31	7	21	15	1
	6%	*4%*	*17%* a	*21%* a	*9%*	*15%*	*5%*	*9%*	*5%*	*8%*	*4%*	*9%* a	*14%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**33**	21	*	1	1	1	30	3	27	6	24	9	-
	5%	*6%*	**%*	*3%*	*7%*	*8%*	*5%*	*5%*	*5%*	*7%*	*5%*	*5%*	*-%*
Cross-Border Delivery	**6**	3	*	*	-	*	6	*	5	1	4	2	-
	1%	*1%*	**%*	**%*	*-%*	*3%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*
Other (PLEASE SPECIFY)	*	*	-	-	-	-	*	-	*	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	*	-	-	*	-	1	*	1	*	1	*	-
	****%***	**%*	*-%*	*-%*	*2%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**155**	87	8	3	1	6	144	11	138	17	115	40	*
	23%	*26%*	*20%*	*13%*	*13%*	*37%*	*24%*	*19%*	*24%*	*20%*	*23%*	*23%*	*4%*

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**735**	344	149	239	707	735	735	394	301	173	539	228	7	226	315	717	101
Weighted total	**670**	317	142	207	636	670	670	365	255	159	475	208	5	208	292	654	76
Standard delivery	**629**	300	137	188	600	629	629	335	249	149	452	193	4	194	253	629	69
	94%	*95%*	*97%*	*91%*	*94%*	*94%*	*94%*	*92%*	*98%*	*94%*	*95%*	*93%*	*91%*	*93%*	*86%*	*96%*	*91%*
			c						**abcdf**		d					**ac**	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**112**	51	21	40	104	112	112	67	31	30	81	40	3	33	112	103	22
	17%	*16%*	*15%*	*19%*	*16%*	*17%*	*17%*	*18%*	*12%*	*19%*	*17%*	*19%*	*57%*	*16%*	*39%*	*16%*	*29%*
								e		e					b		b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**50**	15	14	21	47	50	50	30	19	10	29	13	3	24	50	50	14
	7%	*5%*	*10%*	*10%*	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*6%*	*6%*	*57%*	*12%*	*17%*	*8%*	*18%*
			a	a										a	b		b
International delivery	**37**	14	6	18	35	37	37	29	17	19	24	20	3	6	25	32	37
	6%	*4%*	*4%*	*9%*	*6%*	*6%*	*6%*	*8%*	*7%*	*12%*	*5%*	*9%*	*57%*	*3%*	*9%*	*5%*	*49%*
				a						**abcg**		c			b		**ab**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**33**	8	8	17	33	33	33	22	11	8	26	9	3	12	33	28	8
	5%	*3%*	*5%*	*8%*	*5%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*	*57%*	*6%*	*11%*	*4%*	*10%*
				a											b		b
Cross-Border Delivery	**6**	2	*	3	6	6	6	4	2	2	5	2	-	2	3	6	6
	1%	*1%*	*%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*8%*
																	ab
Other (PLEASE SPECIFY)	*	*	-	-	*	*	*	*	*	-	*	*	-	-	-	*	-
	%	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	**1**	*	*	1	1	1	1	1	1	*	1	*	*	-	1	1	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*9%*	*-%*	*%*	*%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**155**	62	30	63	144	155	155	89	45	37	109	47	3	56	155	143	26
	23%	*19%*	*21%*	*31%*	*23%*	*23%*	*23%*	*24%*	*18%*	*23%*	*23%*	*22%*	*57%*	*27%*	*53%*	*22%*	*34%*
				ab		e	e	e							**bc**		b

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	735	599	501	46	13	654	723	685	727	616	723	2	483	709	113	96	563	72
Weighted total	670	545	431	37	13	603	659	613	662	550	658	4	429	638	90	95	508	61
Standard delivery	629	523	421	37	13	566	619	582	622	517	618	4	402	604	86	84	479	61
	94%	96%	98%	100%	100%	94%	94%	95%	94%	94%	94%	100%	94%	95%	96%	88%	94% a	100% ab
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	112	88	70	9	2	98	111	106	111	101	112	-	83	110	22	23	80	9
	17%	16%	16%	24%	13%	16%	17%	17%	17%	18%	17%	-%	19%	17%	24%	24% b	16%	15%
Urgent delivery (send / receive mail that needs to arrive rapidly)	50	48	37	5	1	41	49	46	49	40	49	1	39	48	13	7	37	5
	7%	9%	9%	15% c	5%	7%	7%	8%	7%	7%	7%	34%	9%	8%	14% b	8%	7%	9%
International delivery	37	27	29	1	*	35	37	35	37	31	37	-	28	34	29	11	23	3
	6%	5%	7%	4%	3%	6%	6%	6%	6%	6%	6%	-%	7%	5%	32% ab	12% b	4%	5%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	33	24	18	3	-	29	32	32	32	32	33	-	29	29	12	6	20	6
	5%	4%	4%	8%	-%	5%	5%	5%	5%	6%	5%	-%	7%	5%	13% ab	6%	4%	10% b
Cross-Border Delivery	6	5	5	*	*	5	6	6	6	5	6	-	4	5	5	1	5	-
	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	-%	1%	1%	5% ab	1%	1%	-%
Other (PLEASE SPECIFY)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	1	1	1	-	-	1	1	1	1	1	1	-	*	1	*	*	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	155	123	96	11	2	136	152	144	152	134	154	1	118	149	26	27	116	12
	23%	23%	22%	31%	14%	22%	23%	24%	23%	24%	23%	34%	28%	23%	29%	29%	23%	20%

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**735**	59	52	620	468	267	701	34	570	41	162	564	31	117
Weighted total	**670**	45	49	571	422	248	627	43	505	44	149	517	21	102
Standard delivery	**629**	40	44	540	389	240	586	43	473	42	143	482	16	96
	94%	*89%*	*90%*	*95%*	*92%*	*97%* a	*93%*	*100%*	*94%*	*96%*	*96%*	*93%*	*78%*	*94%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**112**	8	13	91	72	40	107	5	79	14	31	81	8	14
	17%	*17%*	*27%* c	*16%*	*17%*	*16%*	*17%*	*12%*	*16%*	*32%* a	*21%*	*16%*	*41%* b	*14%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**50**	7	4	39	40	10	50	*	28	11	21	29	3	9
	7%	*16%* c	*8%*	*7%*	*10%* b	*4%*	*8%*	*%*	*6%*	*26%* a	*14%* b	*6%*	*13%*	*9%*
International delivery	**37**	6	2	29	29	9	37	*	19	9	16	21	3	5
	6%	*13%* c	*5%*	*5%*	*7%*	*3%*	*6%*	*%*	*4%*	*20%* a	*11%* b	*4%*	*14%*	*5%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**33**	2	1	30	21	12	30	3	26	4	11	22	1	6
	5%	*4%*	*3%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*10%*	*7%*	*4%*	*3%*	*6%*
Cross-Border Delivery	**6**	*	*	5	4	2	6	-	5	-	1	4	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*
Other (PLEASE SPECIFY)	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	%	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	1	*	1	1	-	1	-	*	1	*	-
	%	*-%*	*-%*	*%*	*%*	*1%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**155**	13	17	125	104	52	148	8	108	21	47	108	9	20
	23%	*30%*	*34%* c	*22%*	*25%*	*21%*	*24%*	*18%*	*21%*	*48%* a	*31%* b	*21%*	*44%* b	*20%*

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters
Base: All Respondents who send LARGE LETTERS regularly

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	735	128	3	78	116	74	43	58	130	91	59	86
Weighted total	670	104	4	59	97	82	37	59	128	67	58	84
Standard delivery	629	97	3	54	92	78	33	59	126	59	51	78
	94%	93%	64%	93%	95%	95%	88%	99% a	98% a	89%	87%	94%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	112	16	1	7	13	10	6	4	23	15	10	25
	17%	16%	36%	12%	14%	12%	15%	6%	18% b	22%	18%	30%
Urgent delivery (send / receive mail that needs to arrive rapidly)	50	9	-	2	8	5	-	5	13	8	1	8
	7%	8%	-%	3%	8%	6%	-%	9% a	10% a	12% b	3%	10%
International delivery	37	5	-	1	7	*	-	3	7	8	7	4
	6%	5%	-%	2%	7% c	*%	-%	5%	6%	13%	11%	5%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	33	5	-	1	6	3	3	*	9	2	1	8
	5%	5%	-%	2%	6%	3%	7% b	*%	7% b	4%	3%	9%
Cross-Border Delivery	6	1	-	1	1	1	-	*	1	1	*	1
	1%	1%	-%	1%	1%	1%	-%	*%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
None of these (DO NOT READ OUT)	1	*	-	-	*	-	-	*	-	-	-	1
	*%	*%	-%	-%	*%	-%	-%	1%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	155	23	1	7	18	17	8	9	33	20	12	31
	23%	22%	36%	13%	18%	20%	22%	15%	26%	30%	20%	37% b

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	523	29	45	32	28	41	47	38	35	34	70	70	54	329
Weighted total	522	32	52	63	26	37	83	85	41	31	25	26	20	451
Standard delivery	350	19	32	43	23	24	58	45	32	19	19	20	16	295
	67%	60%	62%	68%	88%	65%	69%	53%	78%	61%	76%	79%	78%	66%
									g		g	bgm	g	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	221	13	24	37	12	11	26	45	14	15	9	7	7	198
	42%	42%	46%	58%	45%	31%	31%	53%	34%	49%	36%	29%	36%	44%
				efhjkl				efk		k				k
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	92	7	12	15	5	3	6	18	7	7	6	4	4	79
	18%	22%	23%	24%	18%	7%	7%	21%	17%	23%	24%	14%	19%	18%
			ef	ef						f	ef			
Urgent delivery (send / receive mail that needs to arrive rapidly)	86	2	7	13	2	1	20	15	10	4	4	4	4	74
	16%	6%	14%	20%	7%	2%	24%	18%	24%	14%	16%	16%	18%	16%
			e	e			e	e	e	e	e	e	e	e
International delivery	53	5	5	9	4	*	6	5	2	9	4	3	3	45
	10%	15%	10%	14%	16%	*%	7%	6%	5%	30%	15%	10%	13%	10%
				e						befghkm	e		e	e
Cross-Border Delivery	6	-	-	-	-	-	-	-	-	-	-	-	6	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	-%
													bcefghij km	
Other (PLEASE SPECIFY)	8	-	-	-	1	-	-	5	1	-	-	*	*	7
	2%	-%	-%	-%	5%	-%	-%	6%	4%	-%	-%	2%	1%	2%
								j						
None of these (DO NOT READ OUT)	18	-	3	3	*	3	3	-	*	2	*	2	1	14
	3%	-%	6%	4%	1%	7%	3%	-%	*%	8%	2%	9%	5%	3%
												m		
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	*%
						m								
NET: Urgent / Tracked / Timed Mail	282	20	29	42	14	14	41	55	21	17	12	9	9	252
	54%	62%	56%	66%	51%	38%	49%	65%	51%	54%	47%	36%	47%	56%
			k	ek				ek						ek

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	*c	d	e	a	b
Unweighted total	523	34	80	9	26	165	18	175	384	81	28	30	139	229	294
Weighted total	522	33	63	8	23	183	19	175	498	14	5	5	23	258	264
Standard delivery	350	24	38	4	18	115	15	122	335	9	3	3	16	182	168
	67%	73%	60%	46%	80%	63%	76%	70%	67%	66%	72%	66%	67%	71%	64%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	221	10	32	6	13	78	4	76	211	6	2	3	10	105	116
	42%	30%	51% a	72%	54%	42%	19%	43%	42%	42%	39%	51%	44%	41%	44%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	92	5	14	*	3	41	-	25	86	4	1	2	6	42	51
	18%	16%	22%	3%	14%	22%	-%	14%	17%	26%	20%	31%	26% a	16%	19%
Urgent delivery (send / receive mail that needs to arrive rapidly)	86	1	17	1	6	37	-	22	81	2	1	2	5	41	45
	16%	3%	27% ag	8%	26%	20% a	-%	13%	16%	18%	19%	31% a	21%	16%	17%
International delivery	53	*	12	-	4	17	*	17	49	3	1	1	5	27	27
	10%	1%	19% aeg	-%	19%	9%	1%	10%	10%	20% a	11%	25% a	19% a	10%	10%
Cross-Border Delivery	6	-	1	-	*	3	-	2	6	*	-	-	*	2	4
	1%	-%	1%	-%	2%	2%	-%	1%	1%	3%	-%	-%	2%	1%	1%
Other (PLEASE SPECIFY)	8	2	-	-	-	*	-	6	8	*	-	-	*	3	5
	2%	7% be	-%	-%	-%	*%	-%	3% e	2%	1%	-%	-%	*%	1%	2%
None of these (DO NOT READ OUT)	18	-	4	-	2	7	3	2	17	*	*	*	1	11	6
	3%	-%	6% g	-%	7%	4%	16%	1%	3%	3%	7%	3%	4%	4%	2%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1
	*%	4% eg	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	282	10	39	6	13	109	4	96	269	7	2	3	13	133	149
	54%	32%	61% a	78%	58%	60% a	19%	55% a	54%	54%	47%	68%	56%	52%	56%

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	***f**	***g**
Unweighted total	**523**	206	41	41	20	296	227	55	241	227	236	88	71	45	35	29	2
Weighted total	**522**	256	36	26	4	339	182	64	275	182	289	90	69	27	13	12	3
Standard delivery	**350**	187	30	18	2	246	105	56	190	105	189	62	46	16	12	10	3
	67%	*73%*	*82%*	*70%*	*61%*	*72%* b	*57%*	*87%* **bc**	*69%* c	*57%*	*65%*	*69%*	*67%*	*60%*	*92%* **abcd**	*89%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**221**	98	14	16	1	133	88	27	106	88	141	33	19	9	7	6	*
	42%	*38%*	*37%*	*61%* **ab**	*35%*	*39%*	*48%* a	*43%*	*38%*	*48%* b	*49%* **bcd**	*36%*	*28%*	*32%*	*51%* c	*54%*	*16%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**92**	31	11	2	1	48	44	5	43	44	51	18	14	4	1	4	*
	18%	*12%*	*29%* **ac**	*6%*	*32%*	*14%*	*24%* a	*8%*	*16%*	*24%* **ab**	*18%*	*19%*	*20%*	*13%*	*8%*	*36%*	*16%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**86**	37	7	6	1	53	33	1	51	33	41	18	11	4	1	5	*
	16%	*14%*	*21%*	*22%*	*32%*	*16%*	*18%*	*2%*	*19%* a	*18%* a	*14%*	*19%* e	*17%*	*14%*	*4%*	*42%*	*16%*
International delivery	**53**	20	8	2	1	20	33	1	19	33	26	8	7	6	3	1	*
	10%	*8%*	*21%* a	*10%*	*38%*	*6%*	*18%* a	*2%*	*7%*	*18%* **ab**	*9%*	*9%*	*10%*	*21%* a	*20%* a	*12%*	*16%*
Cross-Border Delivery	**6**	3	-	1	*	4	2	1	3	2	2	1	1	*	*	1	*
	1%	*1%*	*-%*	*3%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*5%*	*16%*
Other (PLEASE SPECIFY)	**8**	6	-	2	-	3	5	-	3	5	2	1	*	-	-	-	-
	2%	*3%*	*-%*	*6%*	*-%*	*1%*	*3%*	*-%*	*1%*	*3%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**18**	8	1	4	1	14	4	1	12	4	9	4	*	5	-	*	-
	3%	*3%*	*2%*	*15%* **ab**	*17%*	*4%*	*2%*	*2%*	*5%*	*2%*	*3%*	*4%*	**%*	*17%* **abce**	*-%*	*2%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%* **bc**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**282**	123	19	17	2	167	116	30	137	116	174	45	28	12	7	6	*
	54%	*48%*	*52%*	*65%* a	*57%*	*49%*	*63%* a	*47%*	*50%*	*63%* **ab**	*60%* **cd**	*50%*	*41%*	*44%*	*58%*	*54%*	*16%*

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	523	361	62	41	26	28	433	89	394	128	284	231	7
Weighted total	522	374	59	39	24	23	423	99	382	139	272	246	3
Standard delivery	350	262	42	20	13	13	295	55	269	81	193	155	2
	67%	70%	71%	52%	55%	55%	70%	56%	70%	58%	71%	63%	68%
		c	c				b		b				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	221	151	28	14	11	16	180	41	158	63	111	107	3
	42%	40%	48%	37%	46%	68%	43%	41%	41%	46%	41%	44%	90%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	92	56	11	8	11	6	67	25	54	38	38	54	1
	18%	15%	19%	19%	46%	27%	16%	26%	14%	28%	14%	22%	22%
								a		a		a	
Urgent delivery (send / receive mail that needs to arrive rapidly)	86	55	7	10	7	7	69	16	59	26	40	43	2
	16%	15%	11%	25%	31%	30%	16%	16%	15%	19%	15%	17%	83%
International delivery	53	24	11	5	6	8	33	20	28	25	14	39	1
	10%	6%	18%	12%	25%	33%	8%	20%	7%	18%	5%	16%	31%
			a					a		a		a	
Cross-Border Delivery	6	5	*	*	-	1	6	1	5	2	4	2	*
	1%	1%	*%	1%	-%	4%	1%	1%	1%	1%	1%	1%	17%
Other (PLEASE SPECIFY)	8	3	-	1	4	-	2	6	3	5	2	4	1
	2%	1%	-%	4%	15%	-%	1%	6%	1%	4%	1%	2%	52%
								a		a			
None of these (DO NOT READ OUT)	18	13	-	1	-	3	14	4	11	7	5	13	-
	3%	3%	-%	3%	-%	11%	3%	4%	3%	5%	2%	5%	-%
												a	
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	1	-	1	-	1	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	282	188	36	25	16	17	223	59	196	85	134	145	3
	54%	50%	60%	62%	67%	74%	53%	60%	51%	61%	49%	59%	97%
												a	

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**523**	229	94	194	469	394	486	523	198	231	368	306	6	205	297	501	100
Weighted total	**522**	229	98	186	450	365	473	522	181	239	342	310	4	203	310	496	75
Standard delivery	**350**	161	66	115	303	245	316	350	125	149	224	197	4	149	161	350	50
	67%	*70%*	*67%*	*62%*	*67%*	*67%*	*67%*	*67%*	*69%*	*62%*	*65%*	*63%*	*86%*	*74%* a	*52%*	*71%* a	*67%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**221**	94	35	88	188	157	199	221	74	113	127	139	3	77	221	208	45
	42%	*41%*	*36%*	*47%*	*42%*	*43%*	*42%*	*42%*	*41%*	*47%* g	*37%*	*45%*	*65%*	*38%*	*71%* **bc**	*42%*	*60%* b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**92**	36	14	40	81	69	90	92	36	45	61	59	3	31	92	89	22
	18%	*16%*	*15%*	*21%*	*18%*	*19%*	*19%*	*18%*	*20%*	*19%*	*18%*	*19%*	*61%*	*15%*	*30%* b	*18%*	*30%* b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**86**	27	17	38	67	57	72	86	39	37	48	53	3	28	86	77	23
	16%	*12%*	*18%*	*20%* a	*15%*	*16%*	*15%*	*16%*	*21%* **ag**	*15%*	*14%*	*17%*	*61%*	*14%*	*28%* b	*15%*	*31%* b
International delivery	**53**	22	3	27	45	40	50	53	18	40	32	46	3	4	46	50	53
	10%	*10%*	*3%*	*14%* b	*10%*	*11%*	*11%*	*10%*	*10%*	*17%* **abcdeg**	*9%*	*15%* c	*65%*	*2%*	*15%* b	*10%*	*71%* **ab**
Cross-Border Delivery	**6**	2	*	3	6	5	6	6	2	3	4	4	*	2	3	6	6
	1%	*1%*	*%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*11%*	*1%*	*1%*	*1%*	*8%* **ab**
Other (PLEASE SPECIFY)	**8**	4	2	2	4	3	4	8	*	8	4	8	-	-	5	6	*
	2%	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*%*	*3%* **abce**	*1%*	*3%* c	*-%*	*-%*	*2%*	*1%*	*%*
None of these (DO NOT READ OUT)	**18**	7	6	5	17	17	17	18	13	2	13	9	*	7	*	17	1
	3%	*3%*	*6%*	*3%*	*4%* f	*5%* f	*4%* f	*3%* f	*7%* **df**	*1%*	*4%* f	*3%*	*10%*	*3%*	*%*	*4%* a	*1%*
Don't Know (DO NOT READ OUT)	**1**	-	1	-	1	-	1	1	-	-	1	-	-	1	-	1	-
	%	*-%*	*1%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*
NET: Urgent / Tracked / Timed Mail	**282**	120	45	113	238	194	255	282	95	150	175	182	3	95	282	259	52
	54%	*52%*	*47%*	*61%* b	*53%*	*53%*	*54%*	*54%*	*52%*	*63%* **abcdeg**	*51%*	*59%* c	*65%*	*47%*	*91%* **bc**	*52%*	*70%* b

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	523	406	344	42	6	453	513	472	517	489	518	1	381	502	117	95	382	43
Weighted total	522	403	313	40	5	460	508	455	512	480	512	2	372	495	104	107	364	47
Standard delivery	350	287	244	33	3	308	340	308	343	314	345	2	231	337	70	74	241	32
	67%	71%	78% a	84% c	54%	67%	67%	68%	67%	65%	67%	100%	62%	68%	67%	69%	66%	69%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	221	173	121	8	3	201	213	196	214	206	215	2	172	207	56	43	165	10
	42%	43%	39%	21%	55%	44% a	42%	43%	42%	43%	42%	100%	46%	42%	53% b	40% c	45% c	22%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	92	76	50	7	*	82	92	84	92	89	92	-	78	88	25	19	62	11
	18%	19%	16%	17%	9%	18%	18%	19%	18%	19%	18%	-%	21%	18%	24%	18%	17%	22%
Urgent delivery (send / receive mail that needs to arrive rapidly)	86	64	59	7	1	75	83	76	83	81	86	-	72	80	29	22	53	10
	16%	16%	19%	17%	18%	16%	16%	17%	16%	17%	17%	-%	19%	16%	28% b	21%	14%	22%
International delivery	53	44	32	3	2	47	51	51	53	52	52	-	40	53	30	12	39	3
	10%	11%	10%	8%	50%	10%	10%	11%	10%	11%	10%	-%	11%	11%	29% ab	11%	11%	6%
Cross-Border Delivery	6	5	4	1	*	5	6	6	6	6	6	-	5	6	6	1	5	*
	1%	1%	1%	1%	9%	1%	1%	1%	1%	1%	1%	-%	1%	1%	6% ab	1%	1%	1%
Other (PLEASE SPECIFY)	8	4	4	-	-	7	8	8	8	8	8	-	8	8	2	1	6	*
	2%	1%	1%	-%	-%	1%	2%	2%	2%	2%	2%	-%	2%	2%	2%	1%	2%	1%
None of these (DO NOT READ OUT)	18	14	11	1	*	16	18	18	18	17	18	-	14	18	1	4	12	2
	3%	3%	4%	3%	10%	3%	4%	4%	3%	4%	3%	-%	4%	4%	1%	4%	3%	4%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	282	213	148	17	3	251	274	248	275	266	276	2	224	263	71	58	203	19
	54%	53%	47%	42%	55%	55%	54%	54%	54%	56%	54%	100%	60% b	53%	68% b	54%	56%	40%

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**523**	77	43	401	328	195	492	31	400	30	126	389	43	133
Weighted total	**522**	80	40	398	317	205	488	34	398	35	123	395	36	131
Standard delivery	**350**	51	26	271	217	133	322	28	267	28	81	268	24	84
	67%	*65%*	*65%*	*68%*	*69%*	*65%*	*66%*	*83%*	*67%*	*80%*	*66%*	*68%*	*65%*	*64%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**221**	41	19	159	134	87	211	10	158	21	52	166	14	64
	42%	*52%*	*47%*	*40%*	*42%*	*43%*	*43%*	*29%*	*40%*	*60%* a	*43%*	*42%*	*39%*	*48%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**92**	18	6	66	64	29	88	4	64	7	30	62	9	23
	18%	*23%*	*16%*	*17%*	*20%*	*14%*	*18%*	*13%*	*16%*	*21%*	*24%* b	*16%*	*24%*	*17%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**86**	18	5	61	56	29	81	5	57	13	28	55	7	24
	16%	*23%*	*13%*	*15%*	*18%*	*14%*	*17%*	*15%*	*14%*	*36%* a	*22%* b	*14%*	*19%*	*18%*
International delivery	**53**	15	4	35	34	19	52	2	31	9	23	29	3	19
	10%	*18%* c	*10%*	*9%*	*11%*	*9%*	*11%*	*4%*	*8%*	*26%* a	*19%* b	*7%*	*9%*	*15%*
Cross-Border Delivery	**6**	*	1	5	4	2	6	*	5	-	1	5	*	2
	1%	**%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*2%*
Other (PLEASE SPECIFY)	**8**	5	-	3	4	4	8	-	7	-	-	7	1	2
	2%	*6%* c	*-%*	*1%*	*1%*	*2%*	*2%*	*-%*	*2%*	*-%*	*-%*	*2%*	*4%*	*1%*
None of these (DO NOT READ OUT)	**18**	3	-	12	10	8	16	2	12	*	5	12	2	4
	3%	*4%*	*-%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*1%*	*4%*	*3%*	*6%*	*3%*
Don't Know (DO NOT READ OUT)	**1**	-	-	1	1	-	1	-	1	-	-	1	-	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**282**	49	21	210	177	105	268	14	207	23	71	208	24	82
	54%	*62%*	*53%*	*53%*	*56%*	*51%*	*55%*	*41%*	*52%*	*66%*	*57%*	*53%*	*66%*	*62%*

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets
Base: All Respondents who send PARCELS AND PACKETS regularly

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	*a	b	c	a	b	c
Unweighted total	523	152	3	54	94	49	29	39	93	60	40	65
Weighted total	522	144	6	42	88	55	22	48	95	50	48	73
Standard delivery	350	91	5	26	63	40	13	35	65	31	28	50
	67%	63%	76%	61%	71%	72%	60%	73%	68%	63%	58%	69%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	221	68	4	13	32	15	10	24	41	26	23	40
	42%	47%	62%	30%	36%	27%	44%	49%	43%	52%	48%	54%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	92	29	-	14	13	11	6	13	16	7	3	9
	18%	20%	-%	33% b	15%	21%	27%	27%	17%	14%	5%	12%
Urgent delivery (send / receive mail that needs to arrive rapidly)	86	27	-	5	16	5	3	14	20	8	10	6
	16%	19%	-%	11%	18%	9%	13%	29%	21%	15%	21%	8%
International delivery	53	21	-	1	8	1	5	7	10	8	4	9
	10%	15%	-%	2%	9%	2%	21%	15%	11%	16%	9%	12%
Cross-Border Delivery	6	2	-	1	2	1	*	-	1	*	-	1
	1%	2%	-%	1%	2%	3%	*%	-%	1%	1%	-%	2%
Other (PLEASE SPECIFY)	8	3	-	*	-	-	-	-	-	-	-	8
	2%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	10% ab
None of these (DO NOT READ OUT)	18	6	-	3	1	3	-	4	4	*	-	3
	3%	4%	-%	8% b	1%	5%	-%	7%	4%	1%	-%	4%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	282	94	4	19	40	30	12	25	54	33	27	43
	54%	65%	62%	45%	46%	54%	53%	51%	57%	65%	57%	59%

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

Ofcom; Business Postal Tracker

Table 30

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted total	**257**	13	25	15	13	15	24	19	16	20	31	32	34	160
Weighted total	**251**	17	28	32	12	14	30	46	20	17	10	11	13	217
Royal Mail signed for 1st Class	**158**	5	14	22	8	8	21	36	10	10	7	8	8	134
	63%	*31%*	*52%*	*69%*	*67%*	*54%*	*70%*	*78%*	*50%*	*55%*	*70%*	*74%*	*66%*	*62%*
Special delivery - Next Day (by 1pm)	**131**	8	13	23	3	4	22	18	9	13	6	5	8	112
	52%	*49%*	*46%*	*70%*	*24%*	*28%*	*72%*	*39%*	*42%*	*76%*	*61%*	*47%*	*60%*	*52%*
Royal Mail Tracked	**76**	2	6	17	4	-	6	18	4	5	5	5	5	61
	30%	*10%*	*22%*	*54%*	*35%*	*-%*	*18%*	*39%*	*18%*	*27%*	*46%*	*46%*	*40%*	*28%*
											m	m		
Royal Mail signed for 2nd Class	**47**	2	4	7	3	4	3	7	7	2	3	3	2	39
	19%	*11%*	*15%*	*23%*	*21%*	*28%*	*10%*	*16%*	*32%*	*12%*	*30%*	*25%*	*19%*	*18%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	2	8	*	*	3	*	-	5	1	1	*	*	20
	9%	*11%*	*30%*	*1%*	*1%*	*18%*	*1%*	*-%*	*25%*	*7%*	*13%*	*2%*	*4%*	*9%*
Don't know	**2**	-	-	-	1	-	-	-	-	-	-	-	*	1
	1%	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**257**	20	38	6	16	67	12	94	181	47	14	15	76	103	154
Weighted total	**251**	21	30	6	15	73	14	87	239	7	2	2	12	116	134
Royal Mail signed for 1st Class	**158**	14	11	4	11	47	10	58	151	4	2	2	7	77	80
	63%	*66%*	*37%*	*67%*	*72%*	*64%* b	*68%*	*67%* b	*63%*	*55%*	*69%*	*79%*	*62%*	*66%*	*60%*
Special delivery - Next Day (by 1pm)	**131**	7	20	*	9	35	6	49	124	4	1	2	7	65	66
	52%	*34%*	*66%*	*8%*	*61%*	*48%*	*43%*	*57%*	*52%*	*51%*	*64%*	*76%*	*58%*	*56%*	*49%*
Royal Mail Tracked	**76**	5	10	*	8	24	3	24	71	2	1	1	4	34	42
	30%	*21%*	*33%*	*8%*	*54%*	*32%*	*20%*	*27%*	*30%*	*31%*	*51%*	*47%*	*38%*	*29%*	*31%*
Royal Mail signed for 2nd Class	**47**	4	6	2	2	18	*	16	44	2	1	1	4	21	26
	19%	*20%*	*19%*	*30%*	*11%*	*25%*	*2%*	*18%*	*18%*	*28%*	*23%*	*44%*	*30%* a	*18%*	*20%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	2	7	*	*	7	-	5	20	1	*	*	2	10	12
	9%	*8%*	*24%* eg	*4%*	*3%*	*9%*	*-%*	*6%*	*8%*	*16%*	*16%*	*7%*	*14%*	*8%*	*9%*
Don't know	**2**	-	-	-	-	1	-	*	2	-	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**257**	86	21	22	11	154	103	29	125	103	117	43	36	26	17	16	-
Weighted total	**251**	101	18	14	2	176	75	35	141	75	149	43	34	11	7	6	-
Royal Mail signed for 1st Class	**158**	69	14	8	2	110	48	24	86	48	88	31	20	7	6	6	-
	63%	*68%*	*81%*	*56%*	*70%*	*62%*	*64%*	*68%*	*61%*	*64%*	*59%*	*72%*	*58%*	*63%*	*89%*	*96%*	*-%*
Special delivery - Next Day (by 1pm)	**131**	50	13	5	1	83	48	13	70	48	73	20	23	7	4	3	-
	52%	*50%*	*70%*	*36%*	*55%*	*47%*	*64%* a	*37%*	*50%*	*64%* b	*49%*	*47%*	*69%* a	*63%*	*62%*	*47%*	*-%*
Royal Mail Tracked	**76**	28	8	3	1	53	23	12	41	23	41	16	10	4	2	2	-
	30%	*28%*	*45%*	*21%*	*28%*	*30%*	*30%*	*35%*	*29%*	*30%*	*28%*	*38%*	*29%*	*40%*	*25%*	*33%*	*-%*
Royal Mail signed for 2nd Class	**47**	17	3	1	*	32	15	8	24	15	24	9	7	3	1	4	-
	19%	*17%*	*18%*	*5%*	*10%*	*18%*	*20%*	*24%*	*17%*	*20%*	*16%*	*20%*	*21%*	*25%*	*9%*	*70%*	*-%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	11	1	2	*	13	9	*	12	9	14	4	1	2	*	-	-
	9%	*11%*	*7%*	*15%*	*17%*	*7%*	*12%*	*1%*	*9%*	*12%*	*9%*	*10%*	*2%*	*14%*	*3%*	*-%*	*-%*
Don't know	**2**	-	-	-	-	2	-	1	*	-	1	*	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	**%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**257**	145	20	18	13	13	225	32	208	49	152	105	-
Weighted total	**251**	160	19	12	9	11	217	34	199	52	148	103	-
Royal Mail signed for 1st Class	**158**	101	16	5	8	4	141	17	131	27	93	65	-
	63%	*63%*	*85%*	*37%*	*82%*	*38%*	*65%*	*50%*	*66%*	*51%*	*63%*	*63%*	*-%*
Special delivery - Next Day (by 1pm)	**131**	79	12	5	8	1	119	12	106	25	77	54	-
	52%	*50%*	*64%*	*42%*	*88%*	*9%*	*55%*	*37%*	*53%*	*48%*	*52%*	*52%*	*-%*
Royal Mail Tracked	**76**	56	4	1	6	2	66	10	61	15	49	26	-
	30%	*35%*	*20%*	*6%*	*60%*	*23%*	*30%*	*30%*	*30%*	*29%*	*33%*	*25%*	*-%*
Royal Mail signed for 2nd Class	**47**	33	1	1	4	3	42	6	37	10	30	17	-
	19%	*20%*	*5%*	*6%*	*47%*	*29%*	*19%*	*16%*	*18%*	*20%*	*21%*	*16%*	*-%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	11	2	4	*	5	10	12	8	14	7	15	-
	9%	*7%*	*10%*	*31%*	*5%*	*43%*	*5%*	*36%* a	*4%*	*27%* a	*4%*	*15%* a	*-%*
Don't know	**2**	1	*	-	-	-	2	-	2	-	2	-	-
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	***b**	c	a	b	c
Unweighted total	**257**	107	47	101	237	194	244	189	101	94	179	122	2	84	257	240	48
Weighted total	**251**	105	51	91	225	177	234	193	94	94	174	122	3	85	251	233	31
Royal Mail signed for 1st Class	**158**	67	38	53	140	110	146	123	62	51	109	73	3	56	158	147	19
	63%	*63%*	*75%*	*58%*	*62%*	*62%*	*62%*	*64%*	*66%*	*54%*	*63%*	*60%*	*100%*	*66%*	*63%*	*63%*	*61%*
Special delivery - Next Day (by 1pm)	**131**	51	28	50	119	92	122	98	49	48	97	68	3	34	131	119	23
	52%	*48%*	*56%*	*55%*	*53%*	*52%*	*52%*	*51%*	*52%*	*51%*	*56%*	*56%* c	*100%*	*40%*	*52%*	*51%*	*75%* **ab**
Royal Mail Tracked	**76**	32	20	21	71	56	74	63	27	20	44	37	3	29	76	70	17
	30%	*31%*	*39%* c	*23%*	*31%*	*32%*	*32%*	*33%*	*29%*	*22%*	*26%*	*31%*	*100%*	*34%*	*30%*	*30%*	*54%* **ab**
Royal Mail signed for 2nd Class	**47**	16	13	18	43	34	45	40	19	16	34	22	*	18	47	47	3
	19%	*15%*	*26%*	*19%*	*19%*	*19%*	*19%*	*21%*	*20%*	*17%*	*20%*	*18%*	*6%*	*21%*	*19%*	*20%*	*10%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	12	*	10	17	13	17	21	9	17	14	16	-	5	22	19	2
	9%	*11%* b	*1%*	*11%* b	*8%*	*8%*	*7%*	*11%*	*10%*	*18%* **abcg**	*8%*	*14%*	*-%*	*6%*	*9%*	*8%*	*6%*
Don't know	**2**	-	1	*	2	*	2	*	*	-	*	*	-	1	2	2	-
	1%	*-%*	*2%*	**%*	*1%*	**%*	*1%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*1%*	*1%*	*1%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	***c**
Unweighted total	**257**	205	161	18	3	230	251	231	252	224	253	1	191	245	57	50	187	18
Weighted total	**251**	194	142	13	2	232	244	224	246	226	248	1	189	239	47	41	187	22
Royal Mail signed for 1st Class	**158**	122	91	8	2	145	155	144	155	143	158	-	125	153	32	26	114	17
	63%	*63%*	*64%*	*65%*	*100%*	*62%*	*63%*	*64%*	*63%*	*63%*	*64%*	*-%*	*66%*	*64%*	*68%*	*62%*	*61%*	*79%*
Special delivery - Next Day (by 1pm)	**131**	102	72	10	1	119	127	115	127	116	130	1	99	121	31	21	97	13
	52%	*53%*	*51%*	*80%*	*77%*	*52%*	*52%*	*51%*	*51%*	*51%*	*52%*	*100%*	*52%*	*51%*	*65%* b	*50%*	*52%*	*58%*
Royal Mail Tracked	**76**	64	48	5	2	69	73	69	75	69	74	-	51	75	19	18	50	7
	30%	*33%*	*34%*	*36%*	*100%*	*30%*	*30%*	*31%*	*30%*	*30%*	*30%*	*-%*	*27%*	*31%*	*40%*	*44%* b	*27%*	*33%*
Royal Mail signed for 2nd Class	**47**	36	39	6	*	40	47	46	47	41	47	-	38	47	8	12	30	5
	19%	*18%*	*28%* a	*44%*	*9%*	*17%*	*19%*	*20%*	*19%*	*18%*	*19%*	*-%*	*20%*	*20%*	*17%*	*28%* b	*16%*	*23%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	14	12	1	-	19	22	19	22	21	22	-	15	22	5	5	17	-
	9%	*7%*	*8%*	*7%*	*-%*	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*-%*	*8%*	*9%*	*11%*	*12%*	*9%*	*-%*
Don't know	**2**	1	*	-	-	2	2	*	2	*	2	-	2	1	-	1	*	-
	1%	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*-%*	*3%*	**%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	***b**	c	a	b	a	***b**	a	***b**	a	b	***a**	b
Unweighted total	**257**	36	17	202	164	93	247	10	198	16	64	193	17	61
Weighted total	**251**	33	20	196	154	97	240	11	190	20	61	189	12	62
Royal Mail signed for 1st Class	**158**	23	16	118	101	57	150	8	123	15	45	113	9	37
	63%	*68%*	*78%*	*60%*	*66%*	*58%*	*63%*	*70%*	*65%*	*76%*	*73%*	*60%*	*76%*	*60%*
Special delivery - Next Day (by 1pm)	**131**	20	5	103	75	56	126	5	102	11	41	90	6	34
	52%	*60%*	*27%*	*53%*	*49%*	*57%*	*52%*	*49%*	*54%*	*55%*	*67%* b	*47%*	*46%*	*55%*
Royal Mail Tracked	**76**	12	9	52	49	27	71	4	62	6	22	54	4	17
	30%	*36%*	*46%*	*27%*	*32%*	*28%*	*30%*	*38%*	*33%*	*28%*	*35%*	*28%*	*30%*	*28%*
Royal Mail signed for 2nd Class	**47**	4	4	38	28	19	45	3	35	4	14	33	4	9
	19%	*11%*	*18%*	*19%*	*18%*	*19%*	*19%*	*23%*	*18%*	*18%*	*22%*	*18%*	*33%*	*15%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	4	2	16	15	7	20	2	15	2	*	22	2	9
	9%	*12%*	*8%*	*8%*	*10%*	*7%*	*8%*	*15%*	*8%*	*9%*	**%*	*12%* a	*17%*	*14%*
Don't know	**2**	-	1	*	2	-	2	-	2	-	-	2	-	-
	1%	*-%*	*6%*	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q1 and Q2)

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		a	*b	a	b	c	*a	*b	c
Unweighted total	257	72	-	31	60	34	18	29	85
Weighted total	251	72	-	27	56	41	19	31	78
Royal Mail signed for 1st Class	158	44	-	14	39	27	12	23	43
	63%	*61%*	*-%*	*52%*	*70%*	*66%*	*65%*	*73%*	*56%*
Special delivery - Next Day (by 1pm)	131	39	-	19	28	16	10	14	45
	52%	*54%*	*-%*	*71%*	*49%*	*39%*	*52%*	*44%*	*58%*
				bc					
Royal Mail Tracked	76	20	-	11	18	8	6	7	25
	30%	*28%*	*-%*	*41%*	*32%*	*19%*	*34%*	*23%*	*33%*
Royal Mail signed for 2nd Class	47	13	-	8	11	9	5	5	10
	19%	*18%*	*-%*	*29%*	*20%*	*21%*	*26%*	*16%*	*12%*
Recorded delivery - Signed for	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	22	11	-	2	4	4	*	3	8
	9%	*15%*	*-%*	*9%*	*7%*	*9%*	*2%*	*11%*	*10%*
Don't know	2	-	-	-	-	-	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*

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

Ofcom; Business Postal Tracker

Table 31

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services (Q4)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**147**	9	9	10	11	8	10	14	10	11	20	25	10	92
Weighted total	**151**	12	9	20	12	9	22	31	8	10	7	9	3	132
Royal Mail signed for 1st Class	**118**	12	6	15	10	5	19	21	8	7	5	8	2	103
	78%	*98%*	*69%*	*74%*	*87%*	*58%*	*87%*	*68%*	*98%*	*72%*	*69%*	*86%*	*61%*	*78%*
Royal Mail Tracked	**65**	-	3	12	8	4	14	7	2	8	3	3	1	57
	43%	*-%*	*31%*	*60%*	*66%*	*42%*	*66%*	*23%*	*22%*	*85%*	*49%*	*36%*	*39%*	*43%*
Special delivery - Next Day (by 1pm)	**64**	8	3	15	4	3	5	14	4	3	2	3	2	57
	42%	*63%*	*31%*	*74%*	*34%*	*30%*	*22%*	*46%*	*42%*	*28%*	*32%*	*31%*	*68%*	*43%*
Royal Mail signed for 2nd Class	**39**	1	2	5	4	3	10	2	3	3	3	2	1	33
	26%	*12%*	*18%*	*26%*	*34%*	*30%*	*45%*	*8%*	*38%*	*28%*	*42%*	*25%*	*43%*	*25%*
Special delivery - Next Day (by 9am)	**35**	4	1	7	-	3	2	7	2	1	3	2	1	28
	23%	*37%*	*16%*	*38%*	*-%*	*30%*	*11%*	*23%*	*20%*	*13%*	*40%*	*25%*	*46%*	*21%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	-	1	3	1	1	-	3	-	-	*	*	-	10
	7%	*-%*	*16%*	*14%*	*13%*	*14%*	*-%*	*9%*	*-%*	*-%*	*6%*	*5%*	*-%*	*7%*
Don't know	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**147**	16	13	1	6	35	8	65	113	22	4	8	34	54	93
Weighted total	**151**	16	15	*	9	43	8	57	145	4	1	1	6	60	92
Royal Mail signed for 1st Class	**118**	15	7	*	9	33	6	46	114	3	*	1	4	44	74
	78%	*95%*	*48%*	*100%*	*100%*	*78%*	*76%*	*80%*	*78%*	*77%*	*41%*	*42%*	*64%*	*74%*	*80%*
Royal Mail Tracked	**65**	7	6	-	5	18	3	26	63	1	*	1	2	30	36
	43%	*42%*	*37%*	*-%*	*56%*	*42%*	*36%*	*45%*	*43%*	*36%*	*41%*	*42%*	*38%*	*50%*	*39%*
Special delivery - Next Day (by 1pm)	**64**	9	11	-	5	16	2	22	61	1	1	1	2	35	29
	42%	*53%*	*73%*	*-%*	*56%*	*36%*	*21%*	*38%*	*42%*	*25%*	*61%*	*66%*	*39%*	*58%* b	*32%*
Royal Mail signed for 2nd Class	**39**	2	2	-	5	13	4	15	37	1	1	*	2	19	20
	26%	*10%*	*11%*	*-%*	*56%*	*29%*	*44%*	*25%*	*26%*	*33%*	*59%*	*26%*	*35%*	*32%*	*22%*
Special delivery - Next Day (by 9am)	**35**	7	4	-	1	13	*	9	34	1	*	*	1	16	19
	23%	*41%*	*29%*	*-%*	*16%*	*31%*	*5%*	*15%*	*23%*	*14%*	*20%*	*34%*	*19%*	*26%*	*21%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	-	2	-	-	8	-	1	10	1	-	*	1	4	6
	7%	*-%*	*11%*	*-%*	*-%*	*18%* g	*-%*	*1%*	*7%*	*18%*	*-%*	*18%*	*15%*	*7%*	*7%*
Don't know	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**147**	60	11	15	3	98	49	27	71	49	78	29	14	9	7	6	1
Weighted total	**151**	75	8	11	*	107	44	26	81	44	93	28	14	8	3	1	*
Royal Mail signed for 1st Class	**118**	59	6	8	*	89	29	20	69	29	75	21	12	5	*	1	*
	78%	*79%*	*78%*	*73%*	*48%*	*83%* b	*66%*	*74%*	*86%* c	*66%*	*80%*	*75%*	*88%*	*62%*	*13%*	*65%*	*100%*
Royal Mail Tracked	**65**	28	4	6	*	52	13	12	40	13	46	8	5	3	*	*	-
	43%	*38%*	*56%*	*52%*	*24%*	*49%* b	*30%*	*46%*	*49%* c	*30%*	*49%*	*30%*	*36%*	*39%*	*9%*	*50%*	*-%*
Special delivery - Next Day (by 1pm)	**64**	37	1	6	-	45	18	15	30	18	45	7	3	3	*	1	*
	42%	*49%*	*13%*	*56%*	*-%*	*42%*	*42%*	*57%*	*38%*	*42%*	*49%*	*26%*	*23%*	*34%*	*7%*	*87%*	*100%*
Royal Mail signed for 2nd Class	**39**	21	2	1	*	30	10	6	23	10	24	6	4	*	1	*	*
	26%	*28%*	*28%*	*10%*	*24%*	*28%*	*22%*	*25%*	*29%*	*22%*	*26%*	*22%*	*33%*	*5%*	*22%*	*40%*	*100%*
Special delivery - Next Day (by 9am)	**35**	19	2	1	*	32	3	12	20	3	22	5	6	-	-	*	-
	23%	*25%*	*28%*	*5%*	*24%*	*30%* b	*7%*	*45%*	*25%* c	*7%*	*24%*	*18%*	*41%*	*-%*	*-%*	*40%*	*-%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	6	1	*	*	4	6	*	4	6	4	4	-	-	2	-	-
	7%	*9%*	*16%*	*3%*	*52%*	*4%*	*14%* a	*2%*	*5%*	*14%*	*5%*	*13%*	*-%*	*-%*	*67%*	*-%*	*-%*
Don't know	*	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	**147**	74	12	8	6	10	127	20	120	27	100	47	-
Weighted total	**151**	77	17	10	6	7	127	24	119	33	98	53	-
Royal Mail signed for 1st Class	**118**	68	12	3	3	5	102	16	96	21	82	35	-
	78%	*88%*	*72%*	*30%*	*48%*	*65%*	*80%*	*67%*	*81%*	*65%*	*84%* b	*67%*	*-%*
Royal Mail Tracked	**65**	42	6	*	1	4	57	9	55	10	43	22	-
	43%	*55%*	*38%*	*2%*	*26%*	*60%*	*45%*	*36%*	*47%*	*31%*	*44%*	*42%*	*-%*
Special delivery - Next Day (by 1pm)	**64**	34	6	6	1	5	57	7	55	9	42	22	-
	42%	*44%*	*36%*	*53%*	*26%*	*66%*	*45%*	*29%*	*47%*	*26%*	*43%*	*42%*	*-%*
Royal Mail signed for 2nd Class	**39**	16	5	3	1	4	36	3	32	7	25	14	-
	26%	*21%*	*30%*	*30%*	*26%*	*59%*	*29%*	*13%*	*27%*	*23%*	*26%*	*26%*	*-%*
Special delivery - Next Day (by 9am)	**35**	23	*	3	-	*	32	3	32	3	28	6	-
	23%	*31%*	*1%*	*28%*	*-%*	*6%*	*25%*	*12%*	*27%*	*9%*	*29%* b	*12%*	*-%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	3	2	2	2	*	6	4	3	7	3	7	-
	7%	*4%*	*14%*	*23%*	*30%*	*5%*	*5%*	*18%*	*3%*	*22%*	*3%*	*14%* a	*-%*
Don't know	*	-	-	-	-	-	*	-	*	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**147**	67	25	54	136	110	142	96	48	51	103	57	-	52	147	139	31
Weighted total	**151**	67	25	59	133	107	143	109	38	63	95	68	-	47	151	143	29
Royal Mail signed for 1st Class	**118**	59	15	44	102	84	109	84	26	42	81	46	-	42	118	111	24
	78%	*88%*	*59%*	*74%*	*76%*	*78%*	*77%*	*77%*	*69%*	*66%*	*85%*	*68%*	*-%*	*89%*	*78%*	*78%*	*83%*
		c									**ef**			a			
Royal Mail Tracked	**65**	37	7	20	59	45	61	50	12	24	43	27	-	28	65	61	17
	43%	*56%*	*29%*	*35%*	*44%*	*42%*	*43%*	*46%*	*30%*	*39%*	*46%*	*39%*	*-%*	*60%*	*43%*	*43%*	*60%*
		c												a			
Special delivery - Next Day (by 1pm)	**64**	29	11	24	60	52	62	48	13	27	34	27	-	25	64	62	15
	42%	*44%*	*44%*	*40%*	*45%*	*48%*	*43%*	*44%*	*34%*	*42%*	*36%*	*40%*	*-%*	*52%*	*42%*	*44%*	*54%*
Royal Mail signed for 2nd Class	**39**	21	6	12	36	24	37	28	11	18	22	19	-	11	39	38	9
	26%	*31%*	*26%*	*21%*	*27%*	*23%*	*26%*	*26%*	*29%*	*29%*	*24%*	*28%*	*-%*	*23%*	*26%*	*27%*	*30%*
Special delivery - Next Day (by 9am)	**35**	18	2	14	31	22	33	23	5	8	25	8	-	17	35	31	4
	23%	*27%*	*9%*	*24%*	*23%*	*20%*	*23%*	*21%*	*14%*	*12%*	*26%*	*12%*	*-%*	*35%*	*23%*	*21%*	*13%*
											f			a			
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	2	3	5	10	7	10	10	3	9	5	9	-	1	10	10	*
	7%	*3%*	*12%*	*9%*	*8%*	*7%*	*7%*	*9%*	*9%*	*15%*	*6%*	*14%*	*-%*	*1%*	*7%*	*7%*	*1%*
												c					
Don't know	*	-	-	*	*	*	*	-	-	-	*	-	-	-	*	*	-
	****%***	*-%*	*-%*	*1%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	*a	b	*c
Unweighted total	**147**	122	86	9	3	133	145	136	145	125	143	1	115	140	31	22	115	9
Weighted total	**151**	125	87	10	2	136	148	132	148	125	145	2	110	140	31	27	111	11
Royal Mail signed for 1st Class	**118**	99	64	9	2	107	118	103	118	100	115	-	87	113	25	22	86	10
	78%	*79%*	*74%*	*88%*	*100%*	*79%*	*80%*	*77%*	*80%*	*80%*	*80%*	*-%*	*79%*	*81%*	*82%*	*82%*	*78%*	*85%*
Royal Mail Tracked	**65**	60	35	3	*	61	64	59	64	59	65	-	44	61	18	13	52	-
	43%	*48%*	*40%*	*26%*	*11%*	*45%*	*43%*	*45%*	*43%*	*47%*	*45%*	*-%*	*40%*	*44%*	*57%*	*48%*	*47%*	*-%*
Special delivery - Next Day (by 1pm)	**64**	59	39	4	2	56	64	61	64	58	64	-	49	61	12	6	53	5
	42%	*47%*	*44%*	*38%*	*89%*	*41%*	*43%*	*46%*	*43%*	*46%*	*44%*	*-%*	*45%*	*44%*	*40%*	*24%*	*48%*	*41%*
Royal Mail signed for 2nd Class	**39**	33	32	2	1	36	38	36	38	32	38	-	27	38	7	12	26	1
	26%	*26%*	*37%*	*17%*	*31%*	*27%*	*26%*	*27%*	*26%*	*25%*	*26%*	*-%*	*25%*	*27%*	*23%*	*46%*	*23%*	*13%*
Special delivery - Next Day (by 9am)	**35**	26	19	3	-	32	35	31	35	31	35	-	28	35	4	2	29	4
	23%	*21%*	*22%*	*28%*	*-%*	*24%*	*24%*	*23%*	*24%*	*25%*	*24%*	*-%*	*26%*	*25%*	*12%*	*9%*	*26%*	*34%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	5	7	1	-	9	8	8	8	7	8	2	5	8	4	2	7	-
	7%	*4%*	*9%*	*12%*	*-%*	*7%*	*6%*	*6%*	*6%*	*6%*	*6%*	*100%*	*5%*	*6%*	*13%*	*6%*	*6%*	*-%*
Don't know	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	*b
Unweighted total	**147**	17	10	120	94	53	142	5	107	9	41	106	9	28
Weighted total	**151**	21	9	121	101	50	144	7	109	13	40	111	10	29
Royal Mail signed for 1st Class	**118**	12	6	100	81	37	111	7	89	5	28	89	6	21
	78%	*56%*	*63%*	*83%*	*81%*	*73%*	*77%*	*100%*	*82%*	*39%*	*70%*	*81%*	*58%*	*73%*
Royal Mail Tracked	**65**	7	1	56	47	19	61	4	54	*	9	56	4	14
	43%	*35%*	*15%*	*47%*	*46%*	*37%*	*42%*	*59%*	*50%*	*3%*	*23%*	*50%* a	*41%*	*47%*
Special delivery - Next Day (by 1pm)	**64**	3	7	55	41	23	62	2	46	6	21	43	4	13
	42%	*13%*	*70%*	*45%*	*41%*	*45%*	*43%*	*35%*	*42%*	*45%*	*52%*	*39%*	*41%*	*44%*
Royal Mail signed for 2nd Class	**39**	4	3	33	23	16	37	3	25	4	12	27	2	9
	26%	*20%*	*27%*	*27%*	*23%*	*32%*	*25%*	*41%*	*23%*	*29%*	*30%*	*24%*	*17%*	*30%*
Special delivery - Next Day (by 9am)	**35**	7	1	27	19	15	33	2	30	2	8	27	1	5
	23%	*33%*	*9%*	*22%*	*19%*	*31%*	*23%*	*35%*	*27%*	*13%*	*19%*	*25%*	*15%*	*17%*
Recorded delivery - Signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	6	-	4	6	4	10	-	8	*	*	10	*	4
	7%	*30%*	*-%*	*3%*	*6%*	*8%*	*7%*	*-%*	*7%*	*2%*	*1%*	*9%*	*4%*	*15%*
Don't know	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	%	*-%*	*-%*	*%*	*-%*	*1%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*

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

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All those using RM urgent or tracked mail services (Q4)

		Satisfaction with other main provider		Month		
	TOTAL	Satisfied	Dissatisfied	Oct	Nov	Dec
Significance Level: 95%		***a**	***b**	a	b	c
Unweighted total	**147**	29	2	57	33	57
Weighted total	**151**	30	4	47	41	64
Royal Mail signed for 1st Class	**118**	22	4	28	31	59
	78%	*73%*	*100%*	*60%*	*77%*	*92%* **ab**
Royal Mail Tracked	**65**	14	2	14	20	32
	43%	*47%*	*62%*	*29%*	*48%*	*50%* a
Special delivery - Next Day (by 1pm)	**64**	13	1	22	12	30
	42%	*43%*	*38%*	*46%*	*30%*	*47%*
Royal Mail signed for 2nd Class	**39**	9	-	10	9	21
	26%	*30%*	*-%*	*21%*	*21%*	*33%*
Special delivery - Next Day (by 9am)	**35**	4	1	8	8	19
	23%	*15%*	*38%*	*16%*	*19%*	*30%*
Recorded delivery - Signed for	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**10**	4	-	6	4	1
	7%	*15%*	*-%*	*13%* c	*9%*	*1%*
Don't know	*****	-	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*

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

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Table 32

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1121	57	95	58	68	82	98	78	73	77	146	155	134	686
Weighted total	1120	67	117	119	67	77	174	174	87	80	53	57	47	964
Standard Stamped Mail 1st Class	758	43	70	80	40	58	113	117	69	63	35	44	27	653
	68%	64%	59%	67%	60%	75%	65%	67%	80%	79%	66%	78%	58%	68%
						bl			abdfjlm	bdfjlm		abdfjlm		l
Standard Stamped Mail 2nd Class	636	44	66	56	38	45	95	107	46	43	34	33	29	541
	57%	66%	56%	47%	57%	58%	55%	62%	53%	54%	63%	57%	62%	56%
		c									c			
1st Class large letter stamps	332	20	36	46	17	25	44	52	20	26	19	19	9	286
	30%	30%	31%	38%	25%	32%	25%	30%	24%	33%	36%	33%	19%	30%
			l	l		l				l	l	l		l
2nd Class large letter stamps	216	19	21	24	12	16	28	32	13	17	15	12	10	181
	19%	28%	18%	20%	17%	20%	16%	19%	15%	21%	27%	21%	21%	19%
											fhm			
Franked / metered mail 1st Class	81	3	12	15	4	3	14	5	7	5	3	3	7	68
	7%	4%	11%	13%	5%	4%	8%	3%	8%	7%	6%	5%	15%	7%
			g	eg									adegjkm	
Franked / metered mail 2nd Class	72	3	9	10	6	4	11	5	5	5	4	3	7	58
	6%	4%	8%	9%	9%	5%	7%	3%	6%	7%	8%	5%	14%	6%
													aegkm	
PPI - PPI 1st Class	19	-	-	2	1	-	12	-	-	1	1	1	1	17
	2%	-%	-%	2%	2%	-%	7%	-%	-%	2%	1%	2%	1%	2%
							abeghjklm							
PPI - PPI 2nd Class	18	-	2	2	1	1	7	-	-	2	1	1	1	16
	2%	-%	1%	2%	2%	2%	4%	-%	-%	3%	1%	1%	2%	2%
NET: 1st class services	883	45	88	105	46	65	134	129	76	68	41	50	34	757
	79%	67%	75%	88%	68%	85%	77%	74%	88%	86%	78%	88%	74%	79%
				adl		ad			abdgl	adl		abdfgjlm		
NET: 2nd class services	739	48	77	74	47	52	116	115	50	50	38	37	36	629
	66%	72%	65%	62%	69%	67%	67%	66%	58%	63%	71%	65%	77%	65%
													chikm	
NET: Standard stamped mail	991	63	102	94	58	72	148	165	80	71	48	52	39	852
	88%	94%	87%	79%	86%	93%	85%	95%	92%	89%	91%	91%	83%	88%
		cl				cl		cfl	c		cl	cl		c
NET: Large letter stamps	436	33	44	56	23	31	54	69	32	32	25	24	14	375
	39%	49%	38%	47%	35%	40%	31%	39%	37%	41%	47%	42%	29%	39%
		fl		l							fl	l		l
NET: Franked / metered mail	95	3	13	18	6	4	17	5	7	7	4	3	8	79
	8%	4%	11%	15%	9%	5%	10%	3%	8%	8%	8%	6%	17%	8%
			g	agk									aegjkm	
NET: PPI	26	-	2	5	1	1	12	-	-	2	1	1	1	24
	2%	-%	1%	4%	2%	2%	7%	-%	-%	3%	1%	2%	2%	2%
							aghjkm							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m
Produced by OLR
OFC1885
Issue date: 18/01/16

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Table 32 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1121	113	108	15	86	257	54	454	846	173	53	49	275	483	638
Weighted total	1120	115	100	15	84	280	59	426	1075	28	9	8	45	534	586
Standard Stamped Mail 1st Class	758	79	69	10	63	171	44	296	733	18	4	4	25	353	405
	68%	69%	69%	67%	76%	61%	75%	70%	68%	63%	46%	42%	56%	66%	69%
					e			e	cde	cd					
Standard Stamped Mail 2nd Class	636	85	50	8	45	150	28	242	614	14	4	3	21	288	347
	57%	74%	50%	55%	54%	53%	47%	57%	57%	51%	46%	39%	47%	54%	59%
		bdefg							de						
1st Class large letter stamps	332	31	32	2	32	64	23	136	320	8	2	2	12	172	160
	30%	27%	32%	11%	39%	23%	39%	32%	30%	30%	21%	23%	27%	32%	27%
					e		e	e							
2nd Class large letter stamps	216	21	25	2	7	41	10	99	208	5	2	2	9	112	104
	19%	18%	25%	15%	8%	15%	18%	23%	19%	19%	18%	22%	19%	21%	18%
		d	de					de							
Franked / metered mail 1st Class	81	2	11	*	5	20	10	28	68	6	3	4	13	46	35
	7%	2%	11%	1%	6%	7%	17%	7%	6%	20%	35%	53%	29%	9%	6%
			a			a	adeg			a	ab	abe	ab		
Franked / metered mail 2nd Class	72	1	11	*	3	15	8	33	59	6	3	4	13	42	30
	6%	1%	11%	1%	4%	5%	13%	8%	6%	20%	33%	53%	29%	8%	5%
			ae			a	ade	a		a	a	abce	ab		
PPI - PPI 1st Class	19	*	1	-	3	10	1	4	19	*	-	-	*	11	9
	2%	*%	1%	-%	3%	4%	2%	1%	2%	1%	-%	-%	1%	2%	1%
						g									
PPI - PPI 2nd Class	18	2	1	-	5	8	1	1	18	*	*	*	1	5	13
	2%	1%	1%	-%	5%	3%	2%	*%	2%	1%	2%	1%	2%	1%	2%
					g	g	g								
NET: 1st class services	883	83	83	10	72	207	57	342	845	23	7	8	38	421	461
	79%	72%	83%	68%	86%	74%	96%	80%	79%	84%	79%	92%	85%	79%	79%
					ae		abeg					a	a		
NET: 2nd class services	739	88	63	8	52	176	36	285	705	20	7	7	34	346	393
	66%	77%	63%	56%	62%	63%	61%	67%	66%	70%	80%	86%	75%	65%	67%
		bdefg									a	ab	a		
NET: Standard stamped mail	991	110	89	15	74	241	48	375	960	21	6	4	31	465	526
	88%	96%	89%	99%	88%	86%	81%	88%	89%	76%	64%	48%	69%	87%	90%
		defg							bcde	d			d		
NET: Large letter stamps	436	42	46	4	34	85	24	182	422	10	3	2	15	222	214
	39%	37%	46%	26%	41%	30%	41%	43%	39%	34%	32%	27%	33%	42%	37%
			e					e	e						
NET: Franked / metered mail	95	2	12	*	7	21	10	38	80	7	3	5	15	56	39
	8%	2%	12%	1%	8%	8%	18%	9%	7%	24%	40%	55%	33%	10%	7%
			a		a	a	aeg	a		a	ab	abe	ab	b	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1121**	113	108	15	86	257	54	454	846	173	53	49	275	483	638
Weighted total	**1120**	115	100	15	84	280	59	426	1075	28	9	8	45	534	586
NET: PPI	**26**	2	1	-	7	10	1	4	26	*	*	*	1	13	13
	2%	*1%*	*1%*	*-%*	*8%*	*4%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*
					abg	g									

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1121	447	72	78	27	840	281	280	560	281	562	212	145	91	61	41	2
Weighted total	1120	544	56	57	5	906	214	314	592	214	660	202	142	56	34	16	3
Standard Stamped Mail 1st Class	758	393	37	45	2	637	121	230	408	121	475	154	80	21	17	7	-
	68%	72%	66%	79%	40%	70%	56%	73%	69%	56%	72%	76%	56%	37%	49%	46%	-%
						b		c	c		cdef	cdef	d				
Standard Stamped Mail 2nd Class	636	323	28	26	2	537	98	184	353	98	374	128	86	24	17	4	-
	57%	59%	50%	45%	33%	59%	46%	59%	60%	46%	57%	63%	61%	43%	50%	27%	-%
		c				b		c	c		df	df	df		f		
1st Class large letter stamps	332	184	22	20	*	263	69	65	199	69	201	73	43	6	8	2	-
	30%	34%	40%	36%	9%	29%	32%	21%	34%	32%	30%	36%	30%	12%	22%	10%	-%
									a	a	df	def	df				
2nd Class large letter stamps	216	118	19	4	*	165	52	48	116	52	113	48	33	10	11	1	-
	19%	22%	34%	7%	10%	18%	24%	15%	20%	24%	17%	24%	23%	18%	31%	9%	-%
		c	ac				a			a		af	f		af		
Franked / metered mail 1st Class	81	18	8	6	2	44	37	4	40	37	19	11	13	20	9	8	-
	7%	3%	15%	11%	45%	5%	17%	1%	7%	17%	3%	6%	9%	35%	28%	48%	-%
			a	a			a		a	ab			a	abc	abc	abce	
Franked / metered mail 2nd Class	72	18	7	6	2	37	34	2	36	34	12	5	11	24	11	8	-
	6%	3%	12%	10%	42%	4%	16%	1%	6%	16%	2%	3%	8%	43%	34%	49%	-%
			a	a			a		a	ab			ab	abc	abc	abc	
PPI - PPI 1st Class	19	5	2	*	-	7	12	3	4	12	7	*	6	*	*	1	3
	2%	1%	3%	*%	-%	1%	6%	1%	1%	6%	1%	*%	4%	1%	*%	4%	100%
							a			ab			ab			b	
PPI - PPI 2nd Class	18	2	2	*	*	9	9	6	3	9	10	*	2	1	*	*	3
	2%	*%	3%	*%	3%	1%	4%	2%	1%	4%	1%	*%	2%	1%	*%	2%	100%
			a				a			b							
NET: 1st class services	883	433	44	51	4	706	177	241	465	177	524	163	102	42	27	16	3
	79%	80%	79%	90%	77%	78%	83%	77%	79%	83%	79%	81%	72%	74%	78%	98%	100%
				a												abcde	
NET: 2nd class services	739	353	38	31	4	596	143	194	401	143	402	139	100	50	28	12	3
	66%	65%	67%	55%	74%	66%	67%	62%	68%	67%	61%	69%	70%	89%	83%	78%	100%
												a	a	abc	ab	a	
NET: Standard stamped mail	991	513	45	49	3	834	157	301	533	157	619	193	119	27	21	7	-
	88%	94%	80%	85%	59%	92%	73%	96%	90%	73%	94%	95%	84%	48%	61%	47%	-%
		bc				b		bc	c		cdef	cdef	def				
NET: Large letter stamps	436	235	32	21	1	342	94	88	254	94	253	96	60	13	12	2	-
	39%	43%	58%	37%	13%	38%	44%	28%	43%	44%	38%	47%	42%	24%	35%	10%	-%
			ac						a	a	df	adf	df		f		
NET: Franked / metered mail	95	22	10	9	3	53	41	4	50	41	19	11	16	27	13	8	-
	8%	4%	18%	16%	51%	6%	19%	1%	8%	19%	3%	6%	11%	49%	37%	50%	-%
			a	a			a		a	ab			a	abc	abc	abc	

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1121**	447	72	78	27	840	281	280	560	281	562	212	145	91	61	41	2
Weighted total	**1120**	544	56	57	5	906	214	314	592	214	660	202	142	56	34	16	3
NET: PPI	**26**	5	2	*	*	14	12	8	6	12	12	*	7	1	*	1	3
	2%	*1%*	*3%*	**%*	*3%*	*2%*	*6%*	*3%*	*1%*	*6%*	*2%*	**%*	*5%*	*1%*	**%*	*5%*	*100%*
							a			b			**ab**			b	

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

Ofcom; Business Postal Tracker
Table 32 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1121	465	55	39	23	24	1048	73	1005	116	866	255	-
Weighted total	1120	459	54	37	21	20	1035	85	992	128	857	263	-
Standard Stamped Mail 1st Class	758	331	34	22	14	9	711	48	688	70	610	148	-
	68%	72%	62%	58%	68%	43%	69% b	56%	69% b	55%	71% b	56%	-%
Standard Stamped Mail 2nd Class	636	267	31	23	8	7	595	41	565	71	493	143	-
	57%	58%	56%	62%	41%	36%	57%	49%	57%	56%	57%	54%	-%
1st Class large letter stamps	332	182	24	12	8	3	287	45	276	56	242	90	-
	30%	40%	45%	31%	40%	14%	28%	54% a	28%	44% a	28%	34%	-%
2nd Class large letter stamps	216	103	21	11	5	3	194	22	179	38	148	69	-
	19%	22%	39% a	29%	27%	15%	19%	26%	18%	29% a	17%	26% a	-%
Franked / metered mail 1st Class	81	42	2	1	2	3	71	10	67	14	51	30	-
	7%	9%	3%	4%	12%	15%	7%	12%	7%	11%	6%	12% a	-%
Franked / metered mail 2nd Class	72	28	2	1	2	1	68	4	65	7	55	17	-
	6%	6%	3%	4%	11%	4%	7%	5%	7%	6%	6%	6%	-%
PPI - PPI 1st Class	19	3	1	-	-	6	19	-	16	4	8	11	-
	2%	1%	2%	-%	-%	28%	2%	-%	2%	3%	1%	4% a	-%
PPI - PPI 2nd Class	18	4	3	-	-	5	17	1	14	5	7	11	-
	2%	1%	5% a	-%	-%	27%	2%	1%	1%	4% a	1%	4% a	-%
NET: 1st class services	883	390	40	25	18	18	817	66	785	97	680	203	-
	79%	85% bc	74%	67%	85%	89%	79%	77%	79%	76%	79%	77%	-%
NET: 2nd class services	739	303	37	25	11	14	689	50	653	86	565	174	-
	66%	66%	67%	66%	51%	67%	67%	58%	66%	67%	66%	66%	-%
NET: Standard stamped mail	991	412	44	36	17	11	921	70	886	104	779	212	-
	88%	90% b	80%	96% b	83%	54%	89%	82%	89% b	82%	91% b	81%	-%
NET: Large letter stamps	436	219	35	19	11	5	379	57	361	76	307	129	-
	39%	48%	64% a	50%	54%	25%	37%	68% a	36%	59% a	36%	49% a	-%
NET: Franked / metered mail	95	44	3	1	2	3	85	10	80	15	64	31	-
	8%	10%	5%	4%	12%	16%	8%	12%	8%	11%	7%	12% a	-%
NET: PPI	26	4	3	-	-	6	25	1	21	5	12	14	-
	2%	1%	5% a	-%	-%	29%	2%	1%	2%	4%	1%	5% a	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1121**	601	190	322	1080	709	1103	490	387	238	788	311	8	286	386	1121	123
Weighted total	**1120**	606	201	300	1064	650	1093	488	351	247	759	314	5	271	386	1120	93
Standard Stamped Mail 1st Class	**758**	417	140	190	730	448	741	334	224	143	504	198	5	205	280	758	56
	68%	*69%*	*70%*	*63%*	*69%*	*69%*	*68%*	*69%*	*64%*	*58%*	*66%*	*63%*	*92%*	*76%*	*73%*	*68%*	*61%*
					f	f	f	f			f			a	c		
Standard Stamped Mail 2nd Class	**636**	337	118	174	620	355	626	270	195	137	434	157	3	175	214	636	49
	57%	*56%*	*59%*	*58%*	*58%*	*55%*	*57%*	*55%*	*56%*	*55%*	*57%*	*50%*	*60%*	*65%*	*55%*	*57%*	*53%*
														a			
1st Class large letter stamps	**332**	183	60	88	313	277	330	197	74	99	232	116	4	107	167	332	43
	30%	*30%*	*30%*	*29%*	*29%*	*43%*	*30%*	*40%*	*21%*	*40%*	*31%*	*37%*	*83%*	*40%*	*43%*	*30%*	*46%*
					e	**aceg**	e	**aceg**		**aceg**	e				b		b
2nd Class large letter stamps	**216**	121	39	56	203	169	214	124	61	67	161	71	*	72	77	216	27
	19%	*20%*	*20%*	*19%*	*19%*	*26%*	*20%*	*26%*	*18%*	*27%*	*21%*	*23%*	*8%*	*27%*	*20%*	*19%*	*30%*
						aceg		**ace**		**ace**							**ab**
Franked / metered mail 1st Class	**81**	34	19	29	81	67	81	39	39	17	64	25	3	23	29	81	12
	7%	*6%*	*9%*	*10%*	*8%*	*10%*	*7%*	*8%*	*11%*	*7%*	*8%*	*8%*	*55%*	*9%*	*8%*	*7%*	*13%*
				a		**ac**			**ac**								b
Franked / metered mail 2nd Class	**72**	27	22	24	72	55	72	25	33	11	62	16	*	18	15	72	11
	6%	*4%*	*11%*	*8%*	*7%*	*8%*	*7%*	*5%*	*10%*	*4%*	*8%*	*5%*	*8%*	*7%*	*4%*	*6%*	*12%*
			a	a		**df**			**df**		**df**						**ab**
PPI - PPI 1st Class	**19**	7	-	12	14	6	14	10	8	7	10	10	-	*	7	19	7
	2%	*1%*	*-%*	*4%*	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*3%*	*-%*	**%*	*2%*	*2%*	*8%*
				ab						b		c					**ab**
PPI - PPI 2nd Class	**18**	9	*	9	14	9	14	12	8	9	12	12	-	*	8	18	7
	2%	*2%*	**%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*4%*	*2%*	*4%*	*-%*	**%*	*2%*	*2%*	*8%*
				b						**abcg**		c					**ab**
NET: 1st class services	**883**	470	161	241	836	545	861	403	277	184	594	249	5	235	327	883	77
	79%	*78%*	*80%*	*80%*	*79%*	*84%*	*79%*	*83%*	*79%*	*74%*	*78%*	*79%*	*96%*	*87%*	*85%*	*79%*	*83%*
						acefg		f						a	b		
NET: 2nd class services	**739**	383	139	210	710	431	724	313	238	160	516	188	4	196	235	739	67
	66%	*63%*	*69%*	*70%*	*67%*	*66%*	*66%*	*64%*	*68%*	*65%*	*68%*	*60%*	*67%*	*72%*	*61%*	*66%*	*73%*
				a										a			a
NET: Standard stamped mail	**991**	551	175	252	957	555	969	428	298	209	661	266	5	248	347	991	68
	88%	*91%*	*87%*	*84%*	*90%*	*85%*	*89%*	*88%*	*85%*	*85%*	*87%*	*85%*	*92%*	*91%*	*90%*	*88%*	*74%*
		c			**bef**		b							a	c	c	
NET: Large letter stamps	**436**	244	71	120	408	354	432	245	111	136	311	155	4	129	200	436	53
	39%	*40%*	*35%*	*40%*	*38%*	*54%*	*40%*	*50%*	*32%*	*55%*	*41%*	*49%*	*83%*	*47%*	*52%*	*39%*	*58%*
					e	**aceg**	e	**aceg**		**aceg**	e				b		b

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1121**	601	190	322	1080	709	1103	490	387	238	788	311	8	286	386	1121	123
Weighted total	**1120**	606	201	300	1064	650	1093	488	351	247	759	314	5	271	386	1120	93
NET: Franked / metered mail	**95**	39	26	30	94	74	95	41	44	18	76	26	3	24	29	95	15
	8%	*6%*	*13%*	*10%*	*9%*	*11%*	*9%*	*8%*	*12%*	*7%*	*10%*	*8%*	*59%*	*9%*	*8%*	*8%*	*16%*
			a						**acdf**								**ab**
NET: PPI	**26**	14	*	12	22	9	22	12	11	10	17	12	-	*	8	26	8
	2%	*2%*	**%*	*4%*	*2%*	*1%*	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*-%*	**%*	*2%*	*2%*	*8%*
		b		b						b		c					**ab**

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

Ofcom; Business Postal Tracker
Table 32 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1121**	901	774	64	16	1024	1097	969	1106	889	1094	3	678	1086	166	134	872	111
Weighted total	**1120**	883	739	61	17	1026	1092	940	1100	873	1091	6	660	1081	150	147	856	111
Standard Stamped Mail 1st Class	**758**	758	410	42	16	690	739	641	744	585	735	4	462	733	104	84	591	79
	68%	*86%*	*55%*	*70%*	*96%*	*67%*	*68%*	*68%*	*68%*	*67%*	*67%*	*62%*	*70%*	*68%*	*69%*	*57%*	*69%*	*72%*
		b															a	a
Standard Stamped Mail 2nd Class	**636**	425	636	44	8	578	620	529	624	483	621	4	378	616	86	73	486	71
	57%	*48%*	*86%*	*72%*	*47%*	*56%*	*57%*	*56%*	*57%*	*55%*	*57%*	*57%*	*57%*	*57%*	*57%*	*50%*	*57%*	*65%*
			a	c														a
1st Class large letter stamps	**332**	332	169	17	8	302	328	297	329	275	329	-	216	318	58	40	250	38
	30%	*38%*	*23%*	*28%*	*48%*	*29%*	*30%*	*32%*	*30%*	*31%*	*30%*	*-%*	*33%*	*29%*	*39%*	*28%*	*29%*	*34%*
		b													b			
2nd Class large letter stamps	**216**	137	216	17	-	198	216	182	216	177	216	-	139	212	34	23	167	27
	19%	*16%*	*29%*	*28%*	*-%*	*19%*	*20%*	*19%*	*20%*	*20%*	*20%*	*-%*	*21%*	*20%*	*23%*	*16%*	*19%*	*24%*
			a															
Franked / metered mail 1st Class	**81**	81	61	6	*	74	81	74	81	66	81	-	48	77	19	16	57	7
	7%	*9%*	*8%*	*10%*	*1%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*-%*	*7%*	*7%*	*13%*	*11%*	*7%*	*7%*
															ab			
Franked / metered mail 2nd Class	**72**	58	72	6	*	64	72	65	72	57	72	-	39	68	20	15	49	7
	6%	*7%*	*10%*	*10%*	*1%*	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*-%*	*6%*	*6%*	*13%*	*10%*	*6%*	*7%*
			a												**ab**	b		
PPI - PPI 1st Class	**19**	19	11	2	*	16	19	14	19	14	19	-	9	19	3	7	12	*
	2%	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*2%*	*2%*	*5%*	*1%*	*%*
																bc		
PPI - PPI 2nd Class	**18**	13	18	3	*	15	18	14	18	12	18	-	5	18	4	8	10	*
	2%	*1%*	*2%*	*5%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*	*6%*	*1%*	*%*
																bc		
NET: 1st class services	**883**	883	502	51	17	803	860	753	866	685	860	4	541	848	123	110	685	85
	79%	*100%*	*68%*	*84%*	*100%*	*78%*	*79%*	*80%*	*79%*	*79%*	*79%*	*62%*	*82%*	*78%*	*82%*	*75%*	*80%*	*77%*
		b																
NET: 2nd class services	**739**	502	739	52	9	670	722	618	727	564	724	4	431	715	107	98	556	80
	66%	*57%*	*100%*	*85%*	*51%*	*65%*	*66%*	*66%*	*66%*	*65%*	*66%*	*57%*	*65%*	*66%*	*71%*	*66%*	*65%*	*72%*
			a	c														
NET: Standard stamped mail	**991**	780	642	53	16	908	966	828	973	766	962	6	588	959	128	121	761	103
	88%	*88%*	*87%*	*87%*	*96%*	*88%*	*88%*	*88%*	*88%*	*88%*	*88%*	*100%*	*89%*	*89%*	*86%*	*82%*	*89%*	*93%*
																	a	a
NET: Large letter stamps	**436**	357	274	23	8	400	432	380	434	363	433	-	283	422	68	56	329	48
	39%	*40%*	*37%*	*38%*	*48%*	*39%*	*40%*	*40%*	*39%*	*42%*	*40%*	*-%*	*43%*	*39%*	*45%*	*38%*	*38%*	*44%*
NET: Franked / metered mail	**95**	81	75	6	*	87	94	86	94	78	95	-	54	90	24	18	66	10
	8%	*9%*	*10%*	*10%*	*1%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*-%*	*8%*	*8%*	*16%*	*12%*	*8%*	*9%*
															ab			

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1121**	901	774	64	16	1024	1097	969	1106	889	1094	3	678	1086	166	134	872	111
Weighted total	**1120**	883	739	61	17	1026	1092	940	1100	873	1091	6	660	1081	150	147	856	111
NET: PPI	**26**	21	18	3	*	23	26	20	26	20	26	-	11	26	4	9	18	*
	2%	*2%*	*2%*	*5%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*6%* **bc**	*2%*	**%*

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

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Table 32 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1121**	80	62	974	678	443	1034	87	901	58	215	906	36	149
Weighted total	**1120**	86	56	973	685	435	1014	106	872	67	211	909	31	146
Standard Stamped Mail 1st Class	**758**	53	37	667	468	290	680	78	577	52	140	618	16	82
	68%	*62%*	*66%*	*69%*	*68%*	*67%*	*67%*	*73%*	*66%*	*77%*	*66%*	*68%*	*54%*	*56%*
Standard Stamped Mail 2nd Class	**636**	47	31	558	396	239	573	63	472	47	121	515	17	80
	57%	*55%*	*55%*	*57%*	*58%*	*55%*	*56%*	*60%*	*54%*	*71%* a	*57%*	*57%*	*54%*	*55%*
1st Class large letter stamps	**332**	21	22	288	205	128	310	22	241	31	81	251	11	49
	30%	*25%*	*40%*	*30%*	*30%*	*29%*	*31%*	*21%*	*28%*	*46%* a	*38%* b	*28%*	*34%*	*33%*
2nd Class large letter stamps	**216**	24	16	177	136	80	203	14	164	12	52	165	10	37
	19%	*28%* c	*28%*	*18%*	*20%*	*18%*	*20%*	*13%*	*19%*	*18%*	*24%* b	*18%*	*33%*	*25%*
Franked / metered mail 1st Class	**81**	4	4	69	54	27	79	2	65	5	14	67	2	17
	7%	*5%*	*6%*	*7%*	*8%*	*6%*	*8%* b	*2%*	*7%*	*7%*	*7%*	*7%*	*7%*	*12%*
Franked / metered mail 2nd Class	**72**	4	2	64	52	20	70	2	61	2	8	64	2	9
	6%	*5%*	*3%*	*7%*	*8%* b	*5%*	*7%*	*2%*	*7%*	*3%*	*4%*	*7%*	*6%*	*6%*
PPI - PPI 1st Class	**19**	6	2	11	7	13	19	-	16	-	2	17	*	5
	2%	*7%* c	*4%*	*1%*	*1%*	*3%* a	*2%*	*-%*	*2%*	*-%*	*1%*	*2%*	**%*	*4%*
PPI - PPI 2nd Class	**18**	6	2	11	9	10	14	4	16	-	4	15	*	2
	2%	*7%* c	*3%*	*1%*	*1%*	*2%*	*1%*	*4%*	*2%*	*-%*	*2%*	*2%*	*1%*	*2%*
NET: 1st class services	**883**	66	44	768	542	341	800	83	678	59	165	718	23	113
	79%	*77%*	*78%*	*79%*	*79%*	*78%*	*79%*	*78%*	*78%*	*88%*	*78%*	*79%*	*73%*	*78%*
NET: 2nd class services	**739**	56	36	644	459	280	670	69	559	51	135	604	21	94
	66%	*66%*	*64%*	*66%*	*67%*	*64%*	*66%*	*65%*	*64%*	*77%* a	*64%*	*66%*	*68%*	*65%*
NET: Standard stamped mail	**991**	75	49	867	608	383	890	100	759	65	188	803	26	115
	88%	*87%*	*87%*	*89%*	*89%*	*88%*	*88%*	*95%*	*87%*	*97%* a	*89%*	*88%*	*86%*	*79%*
NET: Large letter stamps	**436**	36	30	370	270	166	412	25	323	37	109	327	17	71
	39%	*43%*	*53%* c	*38%*	*39%*	*38%*	*41%* b	*23%*	*37%*	*56%* a	*52%* b	*36%*	*57%*	*49%*
NET: Franked / metered mail	**95**	4	4	82	64	31	93	2	78	5	15	80	2	18
	8%	*5%*	*6%*	*8%*	*9%*	*7%*	*9%* b	*2%*	*9%*	*7%*	*7%*	*9%*	*7%*	*12%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1121**	80	62	974	678	443	1034	87	901	58	215	906	36	149
Weighted total	**1120**	86	56	973	685	435	1014	106	872	67	211	909	31	146
NET: PPI	**26**	6	2	18	11	15	22	4	24	-	4	23	*	5
	2%	*7%*	*4%*	*2%*	*2%*	*4%*	*2%*	*4%*	*3%*	*-%*	*2%*	*3%*	*1%*	*4%*
		c				a								

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1121	164	3	107	161	117	55	89	222	136	101	133
Weighted total	1120	153	5	98	153	133	54	88	224	114	119	137
Standard Stamped Mail 1st Class	758	84	2	63	109	79	35	59	166	71	72	102
	68%	55%	48%	65%	72%	60%	65%	68%	74%	63%	60%	75%
					c							ab
Standard Stamped Mail 2nd Class	636	88	2	51	83	75	39	58	133	59	56	82
	57%	58%	48%	52%	55%	57%	71%	66%	59%	52%	47%	60%
1st Class large letter stamps	332	52	2	16	51	33	13	15	49	47	42	66
	30%	34%	48%	17%	33%	25%	25%	17%	22%	42%	35%	48%
					a							b
2nd Class large letter stamps	216	37	2	22	29	26	8	14	43	21	18	35
	19%	24%	48%	22%	19%	20%	16%	15%	19%	19%	15%	26%
												b
Franked / metered mail 1st Class	81	17	*	11	10	13	4	7	13	10	9	5
	7%	11%	4%	11%	7%	9%	7%	8%	6%	8%	7%	4%
Franked / metered mail 2nd Class	72	8	*	4	13	9	4	8	8	12	10	5
	6%	5%	4%	4%	8%	7%	7%	9%	4%	10%	8%	4%
										c		
PPI - PPI 1st Class	19	5	-	*	*	5	*	-	3	4	5	1
	2%	3%	-%	*%	*%	4%	*%	-%	1%	4%	4%	1%
						b						
PPI - PPI 2nd Class	18	2	-	*	*	-	*	-	2	6	8	2
	2%	2%	-%	*%	*%	-%	*%	-%	1%	5%	6%	2%
NET: 1st class services	883	116	3	75	124	100	42	69	174	92	93	115
	79%	76%	52%	77%	81%	75%	78%	79%	77%	80%	78%	84%
NET: 2nd class services	739	100	3	55	100	86	42	68	148	76	74	89
	66%	66%	52%	56%	66%	65%	78%	78%	66%	67%	62%	65%
								c				
NET: Standard stamped mail	991	123	5	86	136	115	49	75	210	94	100	126
	88%	81%	96%	88%	89%	87%	90%	86%	94%	82%	83%	92%
									b			a
NET: Large letter stamps	436	74	5	34	62	47	22	21	70	53	49	78
	39%	48%	96%	35%	41%	36%	40%	24%	31%	47%	41%	57%
							b					b
NET: Franked / metered mail	95	17	*	11	13	13	4	10	15	12	11	6
	8%	11%	4%	12%	9%	10%	7%	11%	7%	11%	9%	4%
										c		
NET: PPI	26	5	-	*	1	5	*	-	5	6	8	2
	2%	3%	-%	*%	*%	4%	*%	-%	2%	5%	6%	2%

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

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Table 33

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**735**	36	60	40	40	56	61	53	50	56	90	115	78	452
Weighted total	**758**	43	70	80	40	58	113	117	69	63	35	44	27	653
0-24%	**146**	1	18	8	8	8	23	30	11	18	8	7	7	125
	19%	*2%*	*26%*	*11%*	*20%*	*13%*	*21%*	*26%*	*16%*	*28%*	*23%*	*16%*	*25%*	*19%*
			a		a		a	a	a	**ac**	a	a	a	a
25-49%	**98**	11	8	13	4	7	5	14	8	9	7	7	4	80
	13%	*27%*	*12%*	*16%*	*10%*	*12%*	*5%*	*12%*	*12%*	*14%*	*19%*	*15%*	*16%*	*12%*
		fm		f							f	f	f	
50-74%	**164**	13	12	20	13	16	34	20	7	7	6	10	6	141
	22%	*31%*	*18%*	*25%*	*32%*	*28%*	*30%*	*17%*	*9%*	*11%*	*18%*	*24%*	*22%*	*22%*
		hi			**hi**	**hi**	**hi**					**hi**		h
75-100%	**350**	17	31	39	15	27	51	53	44	30	14	20	10	307
	46%	*40%*	*45%*	*48%*	*38%*	*46%*	*45%*	*45%*	*63%*	*48%*	*40%*	*45%*	*37%*	*47%*
									adjklm					
Answered	**758**	43	70	80	40	58	113	117	69	63	35	44	27	653
Mean	**61.39**	62.84	58.06	64.37	58.87	64.68	63.81	58.52	68.58	57.36	56.25	61.11	55.88	61.91
									jl					

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	***c**	***d**	e	a	b
Unweighted total	**735**	79	64	11	61	161	35	304	582	106	24	23	153	314	421
Weighted total	**758**	79	69	10	63	171	44	296	733	18	4	4	25	353	405
0-24%	**146**	17	12	*	7	29	8	64	141	4	1	1	6	70	77
	19%	*22%*	*18%*	*2%*	*11%*	*17%*	*19%*	*22%*	*19%*	*23%*	*24%*	*25%*	*23%*	*20%*	*19%*
25-49%	**98**	15	7	-	8	14	8	43	94	3	1	1	4	39	59
	13%	*19%*	*10%*	*-%*	*13%*	*8%*	*19%*	*14%*	*13%*	*15%*	*22%*	*17%*	*16%*	*11%*	*14%*
		e						e							
50-74%	**164**	21	10	2	14	37	8	65	159	3	1	1	5	76	88
	22%	*27%*	*15%*	*19%*	*23%*	*22%*	*19%*	*22%*	*22%*	*19%*	*20%*	*34%*	*22%*	*21%*	*22%*
75-100%	**350**	25	39	8	34	90	19	125	340	7	1	1	10	169	181
	46%	*32%*	*57%*	*79%*	*54%*	*53%*	*44%*	*42%*	*46%*	*43%*	*34%*	*24%*	*39%*	*48%*	*45%*
			ag		a	**ag**									
Answered	**758**	79	69	10	63	171	44	296	733	18	4	4	25	353	405
Mean	**61.39**	53.32	63.55	88.80	67.43	67.29	57.08	58.92	61.58	58.29	48.39	51.25	55.75	62.49	60.43
					a	**ag**									

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	***e**	***f**	***g**
Unweighted total	**735**	327	48	53	10	589	146	207	382	146	417	155	82	37	25	13	-
Weighted total	**758**	393	37	45	2	637	121	230	408	121	475	154	80	21	17	7	-
0-24%	**146**	71	7	9	1	107	40	45	62	40	81	23	23	8	7	4	-
	19%	*18%*	*19%*	*20%*	*29%*	*17%*	*33%* a	*20%*	*15%*	*33%* **ab**	*17%*	*15%*	*29%* **ab**	*38%* **ab**	*41%*	*53%*	*-%*
25-49%	**98**	51	3	3	-	85	13	18	67	13	58	29	3	6	2	1	-
	13%	*13%*	*8%*	*7%*	*-%*	*13%*	*11%*	*8%*	*16%* a	*11%*	*12%* c	*19%* **ac**	*4%*	*27%* **ac**	*10%*	*8%*	*-%*
50-74%	**164**	85	8	12	*	149	15	46	103	15	107	33	18	1	4	-	-
	22%	*22%*	*21%*	*26%*	*5%*	*23%* b	*12%*	*20%*	*25%* c	*12%*	*22%* d	*21%* d	*23%* d	*5%*	*25%*	*-%*	*-%*
75-100%	**350**	187	19	21	1	297	53	121	176	53	230	68	35	6	4	3	-
	46%	*47%*	*51%*	*47%*	*67%*	*47%*	*44%*	*53%* b	*43%*	*44%*	*48%* d	*44%*	*44%*	*29%*	*25%*	*39%*	*-%*
Answered	**758**	393	37	45	2	637	121	230	408	121	475	154	80	21	17	7	-
Mean	**61.39**	62.18	63.43	63.16	65.21	62.72 b	54.38	66.02 c	60.87 c	54.38	63.99 d	60.16 d	56.59 d	41.16	46.69	46.38	-

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**735**	323	30	22	16	8	692	43	669	66	592	143	-
Weighted total	**758**	331	34	22	14	9	711	48	688	70	610	148	-
0-24%	**146**	59	12	5	5	3	142	5	135	12	115	31	-
	19%	*18%*	*35%* a	*25%*	*37%*	*36%*	*20%*	*10%*	*20%*	*17%*	*19%*	*21%*	*-%*
25-49%	**98**	38	11	3	*	-	87	10	86	12	75	23	-
	13%	*12%*	*33%* a	*13%*	*2%*	*-%*	*12%*	*22%*	*12%*	*17%*	*12%*	*15%*	*-%*
50-74%	**164**	87	1	3	1	2	161	3	156	8	138	26	-
	22%	*26%* b	*4%*	*12%*	*9%*	*21%*	*23%* b	*5%*	*23%* b	*11%*	*23%*	*17%*	*-%*
75-100%	**350**	147	9	11	7	4	320	30	311	39	282	68	-
	46%	*44%*	*28%*	*49%*	*52%*	*43%*	*45%*	*63%* a	*45%*	*55%*	*46%*	*46%*	*-%*
Answered	**758**	331	34	22	14	9	711	48	688	70	610	148	-
Mean	**61.39**	60.91 b	41.31	58.99	57.33	59.86	61.07	66.24	61.39	61.42	62.13	58.34	-

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**735**	405	113	210	716	457	722	321	243	129	500	187	6	205	275	735	72
Weighted total	**758**	417	140	190	730	448	741	334	224	143	504	198	5	205	280	758	56
0-24%	**146**	58	39	49	138	94	144	64	34	35	101	39	-	44	58	146	11
	19%	*14%*	*28%*	*26%*	*19%*	*21%*	*19%*	*19%*	*15%*	*25%*	*20%*	*20%*	*-%*	*21%*	*21%*	*19%*	*19%*
			a	a						e							
25-49%	**98**	50	16	32	96	72	98	47	32	18	59	26	3	24	47	98	13
	13%	*12%*	*11%*	*17%*	*13%*	*16%*	*13%*	*14%*	*14%*	*13%*	*12%*	*13%*	*65%*	*12%*	*17%*	*13%*	*23%*
																	b
50-74%	**164**	99	24	37	164	113	164	74	47	27	113	33	*	60	49	164	11
	22%	*24%*	*17%*	*19%*	*22%*	*25%*	*22%*	*22%*	*21%*	*19%*	*22%*	*17%*	*7%*	*29%*	*18%*	*22%*	*19%*
														a			
75-100%	**350**	210	61	73	332	170	336	149	111	62	232	99	1	77	126	350	22
	46%	*50%*	*43%*	*38%*	*45%*	*38%*	*45%*	*45%*	*49%*	*44%*	*46%*	*50%*	*28%*	*38%*	*45%*	*46%*	*39%*
		c			b		b		b		b	c					
Answered	**758**	417	140	190	730	448	741	334	224	143	504	198	5	205	280	758	56
Mean	**61.39**	65.13	57.98	54.85	61.12	56.16	60.91	59.73	64.39	56.56	61.07	61.93	45.45	56.80	58.33	61.39	52.64
		bc			b		b		**bf**		b					c	

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**735**	735	419	39	14	670	719	634	724	579	714	2	457	711	108	77	582	73
Weighted total	**758**	758	410	42	16	690	739	641	744	585	735	4	462	733	104	84	591	79
0-24%	**146**	146	133	9	1	134	144	121	144	105	144	-	90	141	22	19	112	16
	19%	*19%*	*33%* a	*21%*	*4%*	*19%*	*19%*	*19%*	*19%*	*18%*	*20%*	*-%*	*20%*	*19%*	*21%*	*22%*	*19%*	*20%*
25-49%	**98**	98	84	12	4	83	97	86	97	79	96	-	64	97	13	2	84	11
	13%	*13%*	*21%* a	*28%* c	*25%*	*12%*	*13%*	*13%*	*13%*	*14%*	*13%*	*-%*	*14%*	*13%*	*13%*	*3%*	*14%* a	*14%* a
50-74%	**164**	164	120	8	3	151	161	144	163	128	161	-	94	161	20	16	123	22
	22%	*22%*	*29%* a	*19%*	*19%*	*22%*	*22%*	*22%*	*22%*	*22%*	*22%*	*-%*	*20%*	*22%*	*20%*	*19%*	*21%*	*28%*
75-100%	**350**	350	72	14	8	321	337	291	340	272	335	4	214	333	49	47	272	31
	46%	*46%* b	*18%*	*32%*	*51%*	*47%*	*46%*	*45%*	*46%*	*46%*	*46%*	*100%*	*46%*	*46%*	*47%*	*56%* c	*46%*	*38%*
Answered	**758**	758	410	42	16	690	739	641	744	585	735	4	462	733	104	84	591	79
Mean	**61.39**	61.39 b	41.14	51.19	67.82	61.71	60.99	61.19	61.18	61.93	60.93	96.90	60.76	61.08	58.47	66.68	61.02	58.99

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	**735**	46	32	656	444	291	670	65	590	43	133	602	19	83
Weighted total	**758**	53	37	667	468	290	680	78	577	52	140	618	16	82
0-24%	**146**	9	16	121	85	62	135	11	105	17	22	125	2	17
	19%	*17%*	*43%*	*18%*	*18%*	*21%*	*20%*	*15%*	*18%*	*33%*	*16%*	*20%*	*11%*	*21%*
			ac							a				
25-49%	**98**	4	10	84	71	27	86	12	62	9	24	74	3	7
	13%	*8%*	*26%*	*13%*	*15%*	*9%*	*13%*	*16%*	*11%*	*17%*	*17%*	*12%*	*17%*	*8%*
			ac		b									
50-74%	**164**	15	-	149	93	71	147	18	124	9	26	138	4	20
	22%	*28%*	*-%*	*22%*	*20%*	*24%*	*22%*	*23%*	*22%*	*17%*	*19%*	*22%*	*23%*	*24%*
		b		b										
75-100%	**350**	25	12	313	220	131	313	37	285	17	68	282	8	38
	46%	*47%*	*31%*	*47%*	*47%*	*45%*	*46%*	*47%*	*49%*	*34%*	*49%*	*46%*	*50%*	*47%*
									b					
Answered	**758**	53	37	667	468	290	680	78	577	52	140	618	16	82
Mean	**61.39**	65.19	43.36	62.08	61.20	61.70	60.94	65.38	64.02	46.90	61.16	61.44	63.20	60.47
		b		b					b					

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail First Class

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**735**	91	1	67	107	69	34	64	156	83	59	96
Weighted total	**758**	84	2	63	109	79	35	59	166	71	72	102
0-24%	**146**	19	-	8	20	15	8	19	28	19	11	17
	19%	*23%*	*-%*	*13%*	*19%*	*19%*	*22%*	*32%*	*17%*	*27%*	*15%*	*17%*
								c				
25-49%	**98**	5	-	9	11	10	6	8	17	10	6	21
	13%	*6%*	*-%*	*15%*	*10%*	*12%*	*16%*	*14%*	*11%*	*14%*	*9%*	*20%*
50-74%	**164**	22	-	7	27	23	14	10	35	17	14	17
	22%	*26%*	*-%*	*11%*	*25%*	*29%*	*39%*	*16%*	*21%*	*24%*	*20%*	*17%*
					a	a	**bc**					
75-100%	**350**	38	2	38	51	31	8	22	85	26	41	48
	46%	*46%*	*100%*	*61%*	*47%*	*40%*	*23%*	*38%*	*51%*	*36%*	*57%*	*46%*
				c					a		a	
Answered	**758**	84	2	63	109	79	35	59	166	71	72	102
Mean	**61.39**	59.44	95.00	70.73	61.69	59.06	50.39	55.13	65.20	52.79	68.24	59.52
				c					a		a	

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

Ofcom; Business Postal Tracker

Table 34

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l	m
Unweighted total	**627**	37	53	26	37	46	54	48	33	39	88	86	80	373
Weighted total	**636**	44	66	56	38	45	95	107	46	43	34	33	29	541
0-24%	**108**	5	7	18	5	6	18	12	13	8	5	7	4	92
	17%	*11%*	*10%*	*31%*	*13%*	*14%*	*19%*	*12%*	*28%*	*19%*	*15%*	*22%*	*15%*	*17%*
									b					
25-49%	**75**	8	3	16	3	6	9	13	1	4	6	3	5	61
	12%	*17%*	*4%*	*29%*	*7%*	*12%*	*9%*	*12%*	*3%*	*9%*	*17%*	*10%*	*16%*	*11%*
		b									b		b	
50-74%	**157**	14	20	7	8	19	16	24	13	13	7	11	4	134
	25%	*31%*	*30%*	*13%*	*21%*	*42%*	*16%*	*23%*	*29%*	*29%*	*21%*	*35%*	*14%*	*25%*
		l	l			**dfgjlm**				l		**fjl**		l
75-100%	**296**	18	37	15	23	14	53	58	18	19	16	11	16	254
	47%	*40%*	*56%*	*27%*	*59%*	*32%*	*56%*	*54%*	*39%*	*44%*	*47%*	*33%*	*55%*	*47%*
			ek		**ek**		**ek**	**ek**					**ek**	**ek**
Answered	**636**	44	66	56	38	45	95	107	46	43	34	33	29	541
Mean	**63.36**	64.17	72.66	44.84	69.90	59.65	66.43	70.01	55.08	60.90	63.18	55.04	65.34	63.77
			ehk		k		k	**hk**					k	k

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**627**	82	58	7	44	139	25	247	496	86	25	20	131	243	384
Weighted total	**636**	85	50	8	45	150	28	242	614	14	4	3	21	288	347
0-24%	**108**	9	8	3	10	20	6	45	104	2	1	1	4	55	53
	17%	*10%*	*15%*	*32%*	*23%*	*13%*	*22%*	*19%*	*17%*	*14%*	*21%*	*35%*	*18%*	*19%*	*15%*
25-49%	**75**	9	4	*	9	11	6	33	71	2	1	1	4	36	38
	12%	*11%*	*9%*	*5%*	*19%*	*7%*	*23%*	*14%*	*11%*	*18%*	*15%*	*26%*	*18%*	*13%*	*11%*
					e								a		
50-74%	**157**	21	15	1	15	33	5	60	151	4	1	1	5	70	87
	25%	*25%*	*30%*	*10%*	*32%*	*22%*	*18%*	*25%*	*25%*	*25%*	*28%*	*21%*	*25%*	*24%*	*25%*
75-100%	**296**	46	22	4	11	86	10	104	288	6	1	1	8	127	169
	47%	*54%*	*45%*	*52%*	*25%*	*57%*	*38%*	*43%*	*47%*	*43%*	*36%*	*18%*	*38%*	*44%*	*49%*
		d	d			**dg**		d							
Answered	**636**	85	50	8	45	150	28	242	614	14	4	3	21	288	347
Mean	**63.36**	70.36	65.26	60.64	50.31	70.06	50.12	60.50	63.56	61.80	56.45	40.91	57.63	61.56	64.86
		dg	d			**dg**									

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	**627**	272	38	39	8	502	125	163	339	125	322	139	88	37	28	10	-
Weighted total	**636**	323	28	26	2	537	98	184	353	98	374	128	86	24	17	4	-
0-24%	**108**	56	12	3	1	91	17	23	68	17	64	26	8	5	3	*	-
	17%	*17%*	*42%*	*11%*	*42%*	*17%*	*17%*	*12%*	*19%*	*17%*	*17%*	*20%*	*10%*	*21%*	*18%*	*4%*	*-%*
			ac						a			c					
25-49%	**75**	37	2	5	*	64	11	15	49	11	40	12	18	2	2	1	-
	12%	*12%*	*7%*	*20%*	*6%*	*12%*	*11%*	*8%*	*14%*	*11%*	*11%*	*9%*	*21%*	*7%*	*15%*	*20%*	*-%*
													ab				
50-74%	**157**	77	4	6	*	133	23	41	92	23	93	36	17	6	5	*	-
	25%	*24%*	*16%*	*22%*	*12%*	*25%*	*24%*	*22%*	*26%*	*24%*	*25%*	*28%*	*19%*	*23%*	*30%*	*7%*	*-%*
75-100%	**296**	153	10	12	1	249	47	105	144	47	177	54	44	12	6	3	-
	47%	*47%*	*35%*	*47%*	*40%*	*46%*	*48%*	*57%*	*41%*	*48%*	*47%*	*42%*	*50%*	*49%*	*38%*	*68%*	*-%*
								b									
Answered	**636**	323	28	26	2	537	98	184	353	98	374	128	86	24	17	4	-
Mean	**63.36**	63.24	48.92	60.70	50.12	63.27	63.88	69.42	60.07	63.88	63.96	60.81	66.16	61.88	59.80	73.59	-
		b						b									

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**627**	262	27	22	13	9	587	40	563	64	494	133	-
Weighted total	**636**	267	31	23	8	7	595	41	565	71	493	143	-
0-24%	**108**	60	8	1	1	1	96	12	90	18	81	27	-
	17%	*23%*	*26%*	*3%*	*10%*	*12%*	*16%*	*30%* a	*16%*	*26%* a	*16%*	*19%*	*-%*
25-49%	**75**	37	4	3	1	2	72	3	72	3	61	13	-
	12%	*14%*	*13%*	*15%*	*8%*	*23%*	*12%*	*7%*	*13%* b	*4%*	*12%*	*9%*	*-%*
50-74%	**157**	61	11	5	2	*	147	10	138	19	121	36	-
	25%	*23%*	*35%*	*22%*	*18%*	*3%*	*25%*	*24%*	*24%*	*26%*	*24%*	*25%*	*-%*
75-100%	**296**	108	8	14	5	5	280	16	265	31	230	67	-
	47%	*41%*	*25%*	*60%*	*64%*	*62%*	*47%*	*39%*	*47%*	*44%*	*47%*	*47%*	*-%*
Answered	**636**	267	31	23	8	7	595	41	565	71	493	143	-
Mean	**63.36**	57.42	53.08	73.84	73.51	66.77	63.80	57.04	63.75	60.33	63.65	62.38	-

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**627**	338	101	184	616	376	620	269	215	122	441	160	2	170	211	627	62
Weighted total	**636**	337	118	174	620	355	626	270	195	137	434	157	3	175	214	636	49
0-24%	**108**	59	23	26	104	73	104	61	37	22	80	33	3	35	50	108	15
	17%	*17%*	*20%*	*15%*	*17%*	*21%*	*17%*	*23%*	*19%*	*16%*	*19%*	*21%*	*100%*	*20%*	*23%*	*17%*	*30%*
								ac							b		b
25-49%	**75**	28	10	34	72	59	75	35	17	15	46	15	-	32	31	75	11
	12%	*8%*	*9%*	*19%*	*12%*	*17%*	*12%*	*13%*	*9%*	*11%*	*10%*	*9%*	*-%*	*18%*	*15%*	*12%*	*22%*
				ab		**aceg**								a			b
50-74%	**157**	89	30	37	156	93	156	64	56	33	111	36	-	42	48	157	8
	25%	*26%*	*25%*	*21%*	*25%*	*26%*	*25%*	*24%*	*29%*	*24%*	*26%*	*23%*	*-%*	*24%*	*23%*	*25%*	*15%*
75-100%	**296**	161	55	77	288	130	291	111	86	67	197	73	-	66	84	296	16
	47%	*48%*	*47%*	*44%*	*46%*	*37%*	*47%*	*41%*	*44%*	*49%*	*45%*	*47%*	*-%*	*38%*	*39%*	*47%*	*33%*
					b		b			b	b					c	
Answered	**636**	337	118	174	620	355	626	270	195	137	434	157	3	175	214	636	49
Mean	**63.36**	65.04	61.51	61.23	63.48	56.24	63.46	58.26	62.20	65.25	62.83	62.11	5.00	56.59	56.43	63.36	46.75
					bd		**bd**		b	b	b				c	**ac**	

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	627	437	627	44	8	566	614	534	618	478	611	2	369	607	92	61	499	63
Weighted total	636	425	636	44	8	578	620	529	624	483	621	4	378	616	86	73	486	71
0-24%	108	99	108	8	-	98	103	86	104	75	107	1	66	101	25	20	71	16
	17%	*23%*	*17%*	*18%*	*-%*	*17%*	*17%*	*16%*	*17%*	*16%*	*17%*	*34%*	*17%*	*16%*	*29%*	*27%*	*15%*	*23%*
		b													ab	b		
25-49%	75	71	75	4	3	67	73	71	75	61	72	-	55	73	10	3	66	2
	12%	*17%*	*12%*	*9%*	*34%*	*12%*	*12%*	*13%*	*12%*	*13%*	*12%*	*-%*	*14%*	*12%*	*12%*	*5%*	*14%*	*3%*
		b															c	
50-74%	157	142	157	18	5	135	155	138	155	127	154	-	98	154	15	14	123	20
	25%	*33%*	*25%*	*41%*	*63%*	*23%*	*25%*	*26%*	*25%*	*26%*	*25%*	*-%*	*26%*	*25%*	*17%*	*19%*	*25%*	*29%*
		b		c														
75-100%	296	114	296	14	*	278	289	234	291	220	288	2	159	288	36	36	226	32
	47%	*27%*	*47%*	*31%*	*3%*	*48%*	*47%*	*44%*	*47%*	*46%*	*46%*	*66%*	*42%*	*47%*	*42%*	*49%*	*47%*	*45%*
			a			a												
Answered	636	425	636	44	8	578	620	529	624	483	621	4	378	616	86	73	486	71
Mean	63.36	50.10	63.36	58.54	52.46	63.80	63.46	61.98	63.47	63.31	63.20	69.55	60.29	63.66	54.85	61.76	63.69	62.88
			a											c				

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	**627**	46	31	549	392	235	576	51	489	36	116	511	16	84
Weighted total	**636**	47	31	558	396	239	573	63	472	47	121	515	17	80
0-24%	**108**	10	4	94	73	35	105	3	81	10	30	78	5	16
	17%	*21%*	*13%*	*17%*	*18%*	*15%*	*18%* b	*5%*	*17%*	*22%*	*25%* b	*15%*	*30%*	*20%*
25-49%	**75**	6	1	68	44	30	71	4	54	3	14	60	*	8
	12%	*13%*	*2%*	*12%*	*11%*	*13%*	*12%*	*6%*	*12%*	*6%*	*12%*	*12%*	*3%*	*11%*
50-74%	**157**	11	10	135	101	56	127	30	117	10	25	132	4	20
	25%	*24%*	*34%*	*24%*	*25%*	*23%*	*22%*	*47%* a	*25%*	*20%*	*20%*	*26%*	*25%*	*25%*
75-100%	**296**	20	16	261	178	118	270	27	220	25	52	245	7	35
	47%	*42%*	*51%*	*47%*	*45%*	*49%*	*47%*	*42%*	*47%*	*52%*	*43%*	*48%*	*43%*	*44%*
Answered	**636**	47	31	558	396	239	573	63	472	47	121	515	17	80
Mean	**63.36**	58.13	71.12	63.41	61.93	65.74	62.62	70.07	63.86	60.58	57.00	64.86 a	53.00	60.27

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Standard Stamped Mail 2nd Class

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**627**	95	1	56	89	63	33	60	139	62	48	77
Weighted total	**636**	88	2	51	83	75	39	58	133	59	56	82
0-24%	**108**	17	-	16	14	4	3	8	26	11	9	17
	17%	*20%*	*-%*	*32%*	*17%*	*5%*	*7%*	*14%*	*20%*	*18%*	*16%*	*21%*
				bc	c							
25-49%	**75**	9	-	1	9	10	6	10	17	4	6	12
	12%	*10%*	*-%*	*3%*	*11%*	*13%*	*15%*	*17%*	*13%*	*7%*	*10%*	*15%*
50-74%	**157**	24	-	12	20	18	18	7	34	13	15	20
	25%	*27%*	*-%*	*24%*	*23%*	*24%*	*47%*	*12%*	*26%*	*22%*	*27%*	*24%*
							bc		b			
75-100%	**296**	38	2	21	40	44	12	33	56	31	26	33
	47%	*43%*	*100%*	*41%*	*48%*	*58%*	*31%*	*58%*	*42%*	*52%*	*47%*	*40%*
								ac				
Answered	**636**	88	2	51	83	75	39	58	133	59	56	82
Mean	**63.36**	59.31	99.00	56.65	64.28	72.79	60.65	66.45	60.32	66.36	64.36	59.13
						a						

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

Ofcom; Business Postal Tracker

Table 35

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	m
Unweighted total	**326**	15	29	21	18	26	26	25	15	26	47	52	26	201
Weighted total	**332**	20	36	46	17	25	44	52	20	26	19	19	9	286
0-24%	**199**	11	20	21	8	14	33	27	16	18	12	12	5	169
	60%	*54%*	*56%*	*46%*	*48%*	*58%*	*76%*	*53%*	*77%*	*71%*	*62%*	*63%*	*62%*	*59%*
25-49%	**47**	6	3	17	3	4	*	3	2	2	2	3	2	40
	14%	*30%*	*9%*	*37%*	*16%*	*16%*	*%*	*5%*	*8%*	*10%*	*12%*	*15%*	*20%*	*14%*
50-74%	**58**	3	10	2	5	4	10	12	3	2	2	3	2	52
	18%	*16%*	*27%*	*5%*	*29%*	*16%*	*23%*	*23%*	*15%*	*10%*	*12%*	*15%*	*17%*	*18%*
75-100%	**28**	-	3	5	1	2	-	10	-	3	3	1	-	24
	8%	*-%*	*9%*	*11%*	*7%*	*10%*	*-%*	*19%*	*-%*	*10%*	*14%*	*7%*	*-%*	*8%*
Answered	**332**	20	36	46	17	25	44	52	20	26	19	19	9	286
Mean	**27.06**	25.63	30.41	29.96	34.00	24.55	18.92	36.41	20.06	21.29	27.77	24.40	18.37	27.46

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

Produced by OLR
OFC1885
Issue date: 18/01/16

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	***b**	***c**	d	e	***f**	g	a	b	***c**	***d**	e	a	b
Unweighted total	**326**	32	28	2	33	59	20	140	255	49	10	12	71	144	182
Weighted total	**332**	31	32	2	32	64	23	136	320	8	2	2	12	172	160
0-24%	**199**	24	21	-	23	43	9	71	189	7	1	1	9	104	94
	60%	*78%*	*65%*	*-%*	*72%*	*66%*	*38%*	*52%*	*59%*	*81%*	*61%*	*71%*	*77%*	*60%*	*59%*
		g			g					a			a		
25-49%	**47**	4	4	2	5	4	3	24	45	1	*	*	2	21	26
	14%	*13%*	*13%*	*100%*	*15%*	*7%*	*14%*	*17%*	*14%*	*12%*	*19%*	*15%*	*14%*	*12%*	*16%*
50-74%	**58**	3	4	-	4	6	10	30	57	1	*	*	1	34	24
	18%	*9%*	*14%*	*-%*	*13%*	*9%*	*42%*	*22%*	*18%*	*7%*	*20%*	*5%*	*8%*	*20%*	*15%*
								e	b						
75-100%	**28**	-	3	-	-	12	1	11	28	-	-	*	*	13	15
	8%	*-%*	*9%*	*-%*	*-%*	*18%*	*5%*	*8%*	*9%*	*-%*	*-%*	*9%*	*1%*	*8%*	*10%*
						ad			**be**						
Answered	**332**	31	32	2	32	64	23	136	320	8	2	2	12	172	160
Mean	**27.06**	15.74	27.04	28.72	19.52	29.31	30.90	29.99	27.42	15.37	21.43	23.17	17.56	26.65	27.51
						a		**ad**	**be**						

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**326**	155	23	26	3	252	74	67	185	74	174	79	45	13	7	7	-
Weighted total	**332**	184	22	20	*	263	69	65	199	69	201	73	43	6	8	2	-
0-24%	**199**	110	16	16	*	159	39	38	121	39	102	53	33	4	5	2	-
	60%	*60%*	*72%*	*78%*	*62%*	*61%*	*57%*	*59%*	*61%*	*57%*	*51%*	*73%* a	*76%* a	*55%*	*65%*	*100%*	*-%*
25-49%	**47**	30	2	1	*	36	10	12	25	10	31	8	5	2	1	-	-
	14%	*16%*	*11%*	*5%*	*38%*	*14%*	*15%*	*18%*	*13%*	*15%*	*15%*	*10%*	*12%*	*26%*	*18%*	*-%*	*-%*
50-74%	**58**	31	2	2	-	48	10	11	38	10	46	9	4	-	-	-	-
	18%	*17%*	*10%*	*12%*	*-%*	*18%*	*15%*	*16%*	*19%*	*15%*	*23%* c	*13%*	*8%*	*-%*	*-%*	*-%*	*-%*
75-100%	**28**	13	2	1	-	19	9	5	15	9	22	3	1	1	1	-	-
	8%	*7%*	*8%*	*6%*	*-%*	*7%*	*13%*	*7%*	*7%*	*13%*	*11%*	*4%*	*3%*	*19%*	*16%*	*-%*	*-%*
Answered	**332**	184	22	20	*	263	69	65	199	69	201	73	43	6	8	2	-
Mean	**27.06**	25.87	22.39	18.43	13.83	26.73	28.34	26.38	26.85	28.34	31.73 **bc**	19.89	18.11	26.66	27.33	9.18	-

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	***b**	***c**	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**326**	165	17	9	10	4	294	32	284	42	253	73	-
Weighted total	**332**	182	24	12	8	3	287	45	276	56	242	90	-
0-24%	**199**	116	10	7	5	2	170	28	161	37	142	57	-
	60%	*64%*	*40%*	*57%*	*61%*	*84%*	*59%*	*62%*	*58%*	*67%*	*58%*	*63%*	*-%*
25-49%	**47**	28	5	*	-	-	44	3	43	4	39	8	-
	14%	*15%*	*20%*	*2%*	*-%*	*-%*	*15%*	*8%*	*16%*	*6%*	*16%*	*9%*	*-%*
50-74%	**58**	24	1	5	-	-	53	5	53	5	47	12	-
	18%	*13%*	*6%*	*41%*	*-%*	*-%*	*18%*	*12%*	*19%*	*10%*	*19%*	*13%*	*-%*
75-100%	**28**	14	8	-	3	*	20	8	19	9	15	13	-
	8%	*7%*	*34%*	*-%*	*39%*	*16%*	*7%*	*18%*	*7%*	*17%*	*6%*	*14%*	*-%*
								a		a		a	
Answered	**332**	182	24	12	8	3	287	45	276	56	242	90	-
Mean	**27.06**	24.19	45.81	27.14	41.53	17.82	26.23	32.32	26.36	30.58	26.25	29.25	-

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**326**	177	45	103	312	274	325	170	80	83	239	98	5	101	153	326	49
Weighted total	**332**	183	60	88	313	277	330	197	74	99	232	116	4	107	167	332	43
0-24%	**199**	116	42	41	194	155	196	119	46	57	162	62	4	73	90	199	26
	60%	*63%*	*70%*	*46%*	*62%*	*56%*	*59%*	*60%*	*61%*	*58%*	*70%*	*54%*	*82%*	*68%*	*54%*	*60%*	*60%*
		c	c								**bcdf**			a			
25-49%	**47**	19	8	19	47	43	47	28	8	7	22	12	-	21	29	47	5
	14%	*10%*	*13%*	*21%*	*15%*	*16%*	*14%*	*14%*	*11%*	*8%*	*10%*	*11%*	*-%*	*19%*	*17%*	*14%*	*13%*
				a		g											
50-74%	**58**	37	8	13	57	52	58	29	14	18	32	25	1	5	30	58	5
	18%	*20%*	*13%*	*15%*	*18%*	*19%*	*18%*	*15%*	*19%*	*18%*	*14%*	*21%*	*18%*	*4%*	*18%*	*18%*	*12%*
												c					
75-100%	**28**	11	2	16	15	28	28	21	7	16	16	16	-	9	18	28	7
	8%	*6%*	*3%*	*18%*	*5%*	*10%*	*9%*	*11%*	*9%*	*17%*	*7%*	*14%*	*-%*	*8%*	*11%*	*8%*	*15%*
				ab		a		a		**acg**							
Answered	**332**	183	60	88	313	277	330	197	74	99	232	116	4	107	167	332	43
Mean	**27.06**	25.50	21.05	34.42	24.25	29.22	27.22	27.65	28.55	32.86	23.00	32.95	19.60	21.52	29.50	27.06	30.81
				ab		**ag**				**ag**		c					

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**326**	326	180	19	5	296	321	297	324	269	323	-	211	314	62	37	251	36
Weighted total	**332**	332	169	17	8	302	328	297	329	275	329	-	216	318	58	40	250	38
0-24%	**199**	199	128	14	7	175	198	178	199	173	199	-	127	193	40	24	140	31
	60%	*60%*	*75%* a	*78%*	*85%*	*58%*	*60%*	*60%*	*60%*	*63%*	*60%*	*-%*	*59%*	*61%*	*69%*	*60%*	*56%*	*82%* **ab**
25-49%	**47**	47	25	3	1	44	47	45	47	31	45	-	33	44	10	4	39	4
	14%	*14%*	*15%*	*19%*	*15%*	*14%*	*14%*	*15%*	*14%*	*11%*	*14%*	*-%*	*15%*	*14%*	*16%*	*11%*	*16%*	*10%*
50-74%	**58**	58	12	*	-	58	58	49	58	45	58	-	32	56	7	5	50	3
	18%	*18%* b	*7%*	*3%*	*-%*	*19%*	*18%*	*16%*	*18%*	*16%*	*18%*	*-%*	*15%*	*18%*	*13%*	*13%*	*20%*	*8%*
75-100%	**28**	28	5	-	-	26	25	25	25	27	28	-	24	26	1	7	21	-
	8%	*8%* b	*3%*	*-%*	*-%*	*9%*	*8%*	*9%*	*8%*	*10%*	*9%*	*-%*	*11%* c	*8%*	*1%*	*17%* c	*9%*	*-%*
Answered	**332**	332	169	17	8	302	328	297	329	275	329	-	216	318	58	40	250	38
Mean	**27.06**	27.06 b	16.81	13.09	13.37	27.90	26.46	26.54	26.48	26.64	27.01	-	27.97 c	26.70 c	17.84	28.36 c	28.81 c	15.46

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	**326**	22	18	286	196	130	310	16	253	23	77	249	9	44
Weighted total	**332**	21	22	288	205	128	310	22	241	31	81	251	11	49
0-24%	**199**	10	11	177	127	72	180	19	145	17	48	151	5	30
	60%	*49%*	*47%*	*62%*	*62%*	*56%*	*58%*	*85%*	*60%*	*56%*	*59%*	*60%*	*45%*	*63%*
25-49%	**47**	4	3	40	31	16	44	3	32	2	12	35	*	3
	14%	*20%*	*12%*	*14%*	*15%*	*13%*	*14%*	*13%*	*13%*	*7%*	*15%*	*14%*	*2%*	*6%*
50-74%	**58**	3	2	53	30	28	58	-	40	11	9	49	3	9
	18%	*16%*	*11%*	*18%*	*15%*	*22%*	*19%*	*-%*	*17%*	*35%*	*11%*	*20%*	*27%*	*19%*
75-100%	**28**	3	7	18	17	11	28	*	24	*	12	16	3	6
	8%	*15%*	*30%*	*6%*	*8%*	*9%*	*9%*	*2%*	*10%*	*1%*	*14%* b	*7%*	*26%*	*13%*
Answered	**332**	21	22	288	205	128	310	22	241	31	81	251	11	49
Mean	**27.06**	32.56	37.19	25.88	25.82	29.05	27.99	14.08	28.19	26.12	29.02	26.44	44.02	28.93

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 1st Class large letter stamps

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	a	b	c
Unweighted total	**326**	48	1	21	49	27	12	12	52	59	37	57
Weighted total	**332**	52	2	16	51	33	13	15	49	47	42	66
0-24%	**199**	33	2	12	32	19	5	8	35	24	23	42
	60%	*63%*	*100%*	*71%*	*63%*	*56%*	*34%*	*56%*	*71%*	*52%*	*54%*	*63%*
25-49%	**47**	3	-	*	7	3	1	3	5	6	9	14
	14%	*5%*	*-%*	*1%*	*14%*	*8%*	*6%*	*21%*	*11%*	*12%*	*20%*	*20%*
50-74%	**58**	10	-	5	10	11	3	1	5	11	7	6
	18%	*20%*	*-%*	*28%*	*19%*	*35%*	*24%*	*4%*	*11%*	*23%*	*17%*	*9%*
75-100%	**28**	6	-	-	3	*	5	3	3	6	4	5
	8%	*12%*	*-%*	*-%*	*5%*	*1%*	*35%*	*18%*	*7%*	*14%*	*9%*	*7%*
Answered	**332**	52	2	16	51	33	13	15	49	47	42	66
Mean	**27.06**	28.80	5.00	20.79	23.94	26.45	50.50	35.84	20.28	34.45	27.48	24.05

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

Ofcom; Business Postal Tracker

Table 36

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	m
Unweighted total	**227**	15	20	11	12	17	17	15	8	17	38	31	26	132
Weighted total	**216**	19	21	24	12	16	28	32	13	17	15	12	10	181
0-24%	**138**	14	13	5	6	13	20	20	10	13	11	8	5	114
	64%	*76%*	*61%*	*23%*	*55%*	*81%*	*71%*	*62%*	*75%*	*78%*	*77%*	*64%*	*56%*	*63%*
25-49%	**45**	3	8	10	1	2	*	10	2	1	2	2	3	38
	21%	*16%*	*39%*	*44%*	*12%*	*11%*	*1%*	*31%*	*13%*	*7%*	*17%*	*20%*	*28%*	*21%*
50-74%	**15**	-	-	8	1	-	3	-	-	1	1	1	*	13
	7%	*-%*	*-%*	*33%*	*12%*	*-%*	*9%*	*-%*	*-%*	*7%*	*6%*	*5%*	*1%*	*7%*
75-100%	**19**	1	-	-	2	1	5	2	2	1	-	1	1	16
	9%	*8%*	*-%*	*-%*	*21%*	*8%*	*19%*	*7%*	*13%*	*7%*	*-%*	*11%*	*14%*	*9%*
												j		
Answered	**216**	19	21	24	12	16	28	32	13	17	15	12	10	181
Mean	**23.02**	21.29	18.66	32.52	30.71	16.47	25.32	21.56	22.37	20.74	15.05	24.77	26.84	23.34

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

Produced by OLR
OFC1885
Issue date: 18/01/16

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**227**	23	30	3	13	47	10	90	175	32	9	11	52	97	130
Weighted total	**216**	21	25	2	7	41	10	99	208	5	2	2	9	112	104
0-24%	**138**	16	21	2	3	29	7	55	132	4	1	1	6	66	73
	64%	*77%*	*84%* g	*81%*	*48%*	*70%*	*72%*	*55%*	*64%*	*78%*	*40%*	*79%*	*72%*	*58%*	*70%*
25-49%	**45**	2	3	-	3	6	3	26	44	1	*	*	1	27	18
	21%	*8%*	*13%*	*-%*	*46%*	*15%*	*28%*	*26%*	*21%*	*17%*	*12%*	*21%*	*17%*	*24%*	*17%*
50-74%	**15**	-	*	*	-	1	-	11	14	*	*	-	1	12	2
	7%	*-%*	*1%*	*19%*	*-%*	*3%*	*-%*	*11%*	*7%*	*4%*	*25%*	*-%*	*7%*	*11%* b	*2%*
75-100%	**19**	3	*	-	*	5	-	7	18	-	*	-	*	7	11
	9%	*15%*	*2%*	*-%*	*7%*	*12%*	*-%*	*7%*	*9%*	*-%*	*24%*	*-%*	*4%*	*7%*	*11%*
Answered	**216**	21	25	2	7	41	10	99	208	5	2	2	9	112	104
Mean	**23.02**	21.56	12.85	17.62	22.17	25.09 b	13.45	25.20 b	23.25	13.89	36.97	12.17	17.54	24.28	21.66

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**227**	107	20	12	3	167	60	41	126	60	99	61	33	17	11	5	-
Weighted total	**216**	118	19	4	*	165	52	48	116	52	113	48	33	10	11	1	-
0-24%	**138**	80	16	3	*	102	36	34	67	36	71	35	16	6	9	*	-
	64%	*68%*	*83%*	*86%*	*59%*	*62%*	*71%*	*71%*	*58%*	*71%*	*63%*	*72%* c	*49%*	*64%*	*88%*	*34%*	*-%*
25-49%	**45**	21	-	1	-	42	3	12	30	3	31	7	6	*	*	*	-
	21%	*18%*	*-%*	*14%*	*-%*	*25%* b	*7%*	*24%* c	*26%* c	*7%*	*27%*	*14%*	*18%*	*5%*	*4%*	*34%*	*-%*
50-74%	**15**	10	*	-	*	12	3	1	11	3	1	4	8	1	-	-	-
	7%	*9%*	*1%*	*-%*	*41%*	*7%*	*5%*	*2%*	*9%*	*5%*	*1%*	*8%* a	*24%* **ab**	*14%*	*-%*	*-%*	*-%*
75-100%	**19**	7	3	-	-	10	9	1	8	9	10	3	3	2	1	*	-
	9%	*6%*	*17%*	*-%*	*-%*	*6%*	*17%* a	*2%*	*7%*	*17%* **ab**	*9%*	*6%*	*9%*	*17%*	*8%*	*32%*	*-%*
Answered	**216**	118	19	4	*	165	52	48	116	52	113	48	33	10	11	1	-
Mean	**23.02**	20.31	22.19	10.06	22.95	21.80	26.89	15.43	24.45 a	26.89 a	21.58	19.83	31.95 b	32.55	13.17	44.81	-

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	**227**	109	19	11	7	6	206	21	192	35	162	65	-
Weighted total	**216**	103	21	11	5	3	194	22	179	38	148	69	-
0-24%	**138**	72	11	6	4	2	121	17	109	29	96	43	-
	64%	*70%*	*52%*	*55%*	*79%*	*74%*	*63%*	*75%*	*61%*	*76%*	*65%*	*62%*	*-%*
25-49%	**45**	22	3	2	*	-	45	1	41	4	35	10	-
	21%	*22%*	*14%*	*17%*	*9%*	*-%*	*23%*	*2%*	*23%*	*10%*	*24%*	*14%*	*-%*
50-74%	**15**	6	-	2	*	-	14	*	14	*	10	5	-
	7%	*5%*	*-%*	*23%*	*4%*	*-%*	*7%*	*1%*	*8%*	*1%*	*6%*	*7%*	*-%*
75-100%	**19**	4	7	*	*	1	14	5	14	5	8	11	-
	9%	*4%*	*34%*	*4%*	*9%*	*26%*	*7%*	*22%*	*8%*	*13%*	*5%*	*16%*	*-%*
												a	
Answered	**216**	103	21	11	5	3	194	22	179	38	148	69	-
Mean	**23.02**	17.72	39.93	28.00	13.55	25.00	23.10	22.28	23.89	18.85	20.60	28.24	-
												a	

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**227**	122	36	69	215	185	225	131	63	67	174	79	1	72	82	227	38
Weighted total	**216**	121	39	56	203	169	214	124	61	67	161	71	*	72	77	216	27
0-24%	**138**	81	27	30	134	104	138	85	36	41	104	44	*	51	48	138	16
	64%	*67%*	*68%*	*54%*	*66%*	*61%*	*64%*	*68%*	*58%*	*61%*	*64%*	*62%*	*100%*	*71%*	*62%*	*64%*	*59%*
25-49%	**45**	30	8	7	45	40	45	25	14	13	31	13	-	14	17	45	5
	21%	*25%*	*21%*	*12%*	*22%*	*23%*	*21%*	*20%*	*22%*	*19%*	*19%*	*18%*	*-%*	*20%*	*23%*	*21%*	*17%*
		c															
50-74%	**15**	4	2	9	12	12	15	3	7	5	12	3	-	6	5	15	5
	7%	*3%*	*4%*	*17%*	*6%*	*7%*	*7%*	*2%*	*11%*	*8%*	*8%*	*4%*	*-%*	*8%*	*7%*	*7%*	*16%*
				a					d		d						b
75-100%	**19**	6	2	10	12	14	16	11	5	8	14	12	-	1	6	19	2
	9%	*5%*	*6%*	*18%*	*6%*	*8%*	*8%*	*9%*	*8%*	*12%*	*9%*	*16%*	*-%*	*2%*	*8%*	*9%*	*8%*
				a								c					
Answered	**216**	121	39	56	203	169	214	124	61	67	161	71	*	72	77	216	27
Mean	**23.02**	19.43	19.78	33.03	20.41	23.88	22.28	21.01	24.92	27.21	22.92	28.08	2.00	15.69	23.45	23.02	24.81
				ab								c					

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	***a**	b	***c**
Unweighted total	**227**	149	227	19	-	203	225	199	227	190	225	-	142	219	49	23	176	28
Weighted total	**216**	137	216	17	-	198	216	182	216	177	216	-	139	212	34	23	167	27
0-24%	**138**	98	138	11	-	125	138	111	138	107	138	-	84	135	24	11	106	22
	64%	*71%*	*64%*	*68%*	*-%*	*63%*	*64%*	*61%*	*64%*	*60%*	*64%*	*-%*	*60%*	*64%*	*71%*	*46%*	*64%*	*81%*
25-49%	**45**	31	45	5	-	40	45	45	45	43	45	-	32	44	7	3	41	1
	21%	*23%*	*21%*	*32%*	*-%*	*20%*	*21%*	*25%*	*21%*	*24%*	*21%*	*-%*	*23%*	*21%*	*20%*	*11%*	*25%*	*5%*
50-74%	**15**	6	15	-	-	15	15	14	15	11	15	-	13	15	2	*	12	3
	7%	*5%*	*7%*	*-%*	*-%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*	*-%*	*9%*	*7%*	*5%*	**%*	*7%*	*11%*
75-100%	**19**	1	19	-	-	18	18	12	19	16	19	-	10	18	1	10	8	1
	9%	*1%*	*9%*	*-%*	*-%*	*9%*	*8%*	*7%*	*9%*	*9%*	*9%*	*-%*	*7%*	*9%*	*4%*	*42%*	*5%*	*3%*
			a															
Answered	**216**	137	216	17	-	198	216	182	216	177	216	-	139	212	34	23	167	27
Mean	**23.02**	15.62	23.02	17.17	-	23.48	22.89	23.25	23.02	24.03	23.04	-	23.56	23.10	17.94	44.75	21.25	15.31
			a															

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	**227**	25	17	185	143	84	213	14	176	10	51	176	7	45
Weighted total	**216**	24	16	177	136	80	203	14	164	12	52	165	10	37
0-24%	**138**	15	11	112	90	48	126	12	105	7	30	108	6	20
	64%	*63%*	*71%*	*63%*	*66%*	*60%*	*62%*	*88%*	*64%*	*55%*	*58%*	*66%*	*56%*	*55%*
25-49%	**45**	2	1	42	27	19	43	2	35	3	4	41	-	7
	21%	*8%*	*7%*	*24%*	*19%*	*23%*	*21%*	*12%*	*21%*	*24%*	*8%*	*25%* a	*-%*	*20%*
50-74%	**15**	4	2	9	6	8	15	-	6	2	9	6	-	5
	7%	*16%*	*11%*	*5%*	*5%*	*10%*	*7%*	*-%*	*4%*	*20%*	*17%* b	*4%*	*-%*	*14%*
75-100%	**19**	3	2	14	14	5	19	-	18	-	9	9	5	4
	9%	*13%*	*11%*	*8%*	*10%*	*6%*	*9%*	*-%*	*11%*	*-%*	*18%* b	*6%*	*44%*	*11%*
Answered	**216**	24	16	177	136	80	203	14	164	12	52	165	10	37
Mean	**23.02**	29.77	26.29	21.82	23.08	22.91	23.59	14.41	24.31	18.86	31.17 b	20.47	43.66	30.13

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send 2nd Class large letter stamps

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	c
Unweighted total	**227**	47	1	22	33	23	7	10	47	28	20	37
Weighted total	**216**	37	2	22	29	26	8	14	43	21	18	35
0-24%	**138**	20	2	8	17	19	4	9	25	18	10	28
	64%	*53%*	*100%*	*39%*	*59%*	*73%*	*46%*	*67%*	*57%*	*84%*	*56%*	*79%*
25-49%	**45**	7	-	3	9	4	2	4	9	1	6	7
	21%	*20%*	*-%*	*15%*	*33%*	*13%*	*19%*	*33%*	*20%*	*6%*	*33%*	*20%*
50-74%	**15**	3	-	4	-	3	3	-	4	1	*	-
	7%	*7%*	*-%*	*17%*	*-%*	*12%*	*34%*	*-%*	*10%*	*3%*	*1%*	*-%*
75-100%	**19**	7	-	6	2	*	-	-	6	2	2	*
	9%	*20%*	*-%*	*30%*	*8%*	*2%*	*-%*	*-%*	*13%*	*7%*	*11%*	*1%*
Answered	**216**	37	2	22	29	26	8	14	43	21	18	35
Mean	**23.02**	35.58	1.00	43.47	19.84	17.06	29.77	11.34	29.98	18.64	25.20	13.31

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

Ofcom; Business Postal Tracker

Table 37

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**130**	7	13	8	8	8	13	2	13	10	13	12	23	82
Weighted total	**81**	3	12	15	4	3	14	5	7	5	3	3	7	68
0-24%	**22**	*	3	5	*	*	3	2	1	*	2	1	3	16
	28%	*14%*	*28%*	*34%*	*6%*	*6%*	*22%*	*50%*	*11%*	*9%*	*61%*	*45%*	*42%*	*24%*
25-49%	**8**	-	*	*	1	*	3	-	*	*	*	*	1	6
	10%	*-%*	*3%*	*2%*	*39%*	*15%*	*24%*	*-%*	*2%*	*4%*	*4%*	*16%*	*11%*	*9%*
50-74%	**20**	2	3	3	-	2	5	2	*	*	1	*	1	18
	25%	*73%*	*26%*	*17%*	*-%*	*70%*	*35%*	*50%*	*5%*	*9%*	*22%*	*15%*	*11%*	*26%*
75-100%	**31**	*	5	7	2	*	3	-	5	4	*	1	3	27
	38%	*12%*	*43%*	*46%*	*55%*	*9%*	*20%*	*-%*	*81%*	*78%*	*14%*	*25%*	*36%*	*40%*
Answered	**81**	3	12	15	4	3	14	5	7	5	3	3	7	68
Mean	**53.78**	50.41	58.14	56.70	61.94	48.60	43.96	27.33	76.97	83.16	30.19	43.54	47.11	56.00

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

Produced by OLR
OFC1885
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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	130	3	21	1	11	25	12	54	53	35	19	23	77	65	65
Weighted total	81	2	11	*	5	20	10	28	68	6	3	4	13	46	35
0-24%	22	*	*	-	3	6	1	11	19	2	*	1	3	13	10
	28%	*19%*	*4%*	*-%*	*56%*	*28%*	*15%*	*40%*	*28%*	*35%*	*6%*	*30%*	*27%*	*28%*	*27%*
25-49%	8	*	2	-	*	4	*	1	5	1	*	1	3	4	4
	10%	*8%*	*20%*	*-%*	*8%*	*18%*	*1%*	*4%*	*7%*	*22%* a	*12%*	*28%*	*22%* a	*9%*	*10%*
50-74%	20	-	2	*	1	2	2	8	17	1	1	1	3	12	8
	25%	*-%*	*19%*	*100%*	*15%*	*10%*	*25%*	*29%*	*25%*	*17%*	*25%*	*23%*	*21%*	*27%*	*21%*
75-100%	31	2	6	-	1	9	6	8	27	1	2	1	4	16	15
	38%	*73%*	*57%*	*-%*	*20%*	*43%*	*59%*	*27%*	*40%*	*26%*	*57%*	*18%*	*31%*	*36%*	*42%*
Answered	81	2	11	*	5	20	10	28	68	6	3	4	13	46	35
Mean	53.78	77.34	65.58	70.00	30.71	53.94	68.49	44.47	54.62	45.04	69.84	41.05	49.43	52.24	55.79

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	b	c	*a	*b	*c	d	*e	*f	*g
Unweighted total	**130**	16	11	16	14	52	78	4	48	78	15	12	22	35	21	25	-
Weighted total	**81**	18	8	6	2	44	37	4	40	37	19	11	13	20	9	8	-
0-24%	**22**	6	1	1	*	9	13	-	9	13	*	7	2	5	3	5	-
	28%	*34%*	*14%*	*10%*	*10%*	*20%*	*37%* a	*-%*	*22%*	*37%*	*1%*	*60%*	*17%*	*24%*	*33%*	*66%*	*-%*
25-49%	**8**	*	4	*	*	3	5	-	3	5	-	1	3	1	2	1	-
	10%	*1%*	*47%*	*5%*	*13%*	*7%*	*13%*	*-%*	*8%*	*13%*	*-%*	*6%*	*22%*	*4%*	*26%*	*12%*	*-%*
50-74%	**20**	5	3	2	1	14	5	2	13	5	6	3	1	9	1	1	-
	25%	*27%*	*33%*	*26%*	*28%*	*33%* b	*15%*	*42%*	*32%* c	*15%*	*31%*	*24%*	*5%*	*46%*	*8%*	*10%*	*-%*
75-100%	**31**	7	*	4	1	18	13	2	16	13	13	1	7	5	3	1	-
	38%	*39%*	*5%*	*58%*	*49%*	*40%*	*36%*	*58%*	*39%*	*36%*	*68%*	*10%*	*56%*	*27%*	*33%*	*12%*	*-%*
Answered	**81**	18	8	6	2	44	37	4	40	37	19	11	13	20	9	8	-
Mean	**53.78**	47.20	41.61	71.65	66.40	57.06	49.81	78.54	55.01	49.81	79.16	27.76	62.48	52.31	47.61	24.81	-

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	**130**	59	10	8	5	5	120	10	111	19	80	50	-
Weighted total	**81**	42	2	1	2	3	71	10	67	14	51	30	-
0-24%	**22**	14	1	*	-	*	22	-	19	3	18	5	-
	28%	*32%*	*33%*	*8%*	*-%*	*4%*	*31%*	*-%*	*29%*	*22%*	*35%* b	*15%*	*-%*
25-49%	**8**	6	*	*	*	-	6	1	6	1	5	3	-
	10%	*14%*	*15%*	*22%*	*16%*	*-%*	*9%*	*13%*	*10%*	*9%*	*10%*	*9%*	*-%*
50-74%	**20**	6	*	*	*	-	16	4	17	3	13	6	-
	25%	*14%*	*9%*	*32%*	*9%*	*-%*	*22%*	*39%*	*25%*	*21%*	*27%*	*21%*	*-%*
75-100%	**31**	17	1	1	2	3	26	5	24	7	14	17	-
	38%	*40%*	*43%*	*38%*	*75%*	*96%*	*37%*	*47%*	*36%*	*48%*	*29%*	*55%* a	*-%*
Answered	**81**	42	2	1	2	3	71	10	67	14	51	30	-
Mean	**53.78**	52.09	57.22	51.45	73.34	93.59	51.32	71.20	51.82	62.81	44.55	69.24 a	-

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**130**	49	40	41	129	115	130	70	64	36	112	45	2	40	47	130	28
Weighted total	**81**	34	19	29	81	67	81	39	39	17	64	25	3	23	29	81	12
0-24%	**22**	7	6	10	22	19	22	10	15	4	19	5	-	9	2	22	2
	28%	*20%*	*30%*	*35%*	*28%*	*29%*	*28%*	*26%*	*39%*	*23%*	*30%*	*21%*	*-%*	*40%*	*6%*	*28%* a	*18%*
25-49%	**8**	4	2	1	8	7	8	7	4	3	7	3	*	4	3	8	1
	10%	*13%*	*10%*	*5%*	*10%*	*11%*	*10%*	*18%*	*9%*	*15%*	*11%*	*12%*	*6%*	*16%*	*10%*	*10%*	*12%*
50-74%	**20**	8	3	8	20	14	20	4	7	1	16	3	3	1	6	20	6
	25%	*24%*	*17%*	*29%*	*24%* **df**	*21%*	*25%* **df**	*11%*	*18%*	*8%*	*24%* **df**	*12%*	*94%*	*4%*	*20%*	*25%*	*52%*
75-100%	**31**	14	8	9	31	26	31	18	13	9	23	13	-	10	18	31	2
	38%	*43%*	*42%*	*31%*	*38%*	*38%*	*38%*	*45%*	*34%*	*54%* **eg**	*35%*	*54%*	*-%*	*41%*	*64%* b	*38%*	*18%*
Answered	**81**	34	19	29	81	67	81	39	39	17	64	25	3	23	29	81	12
Mean	**53.78**	55.76	57.80	48.85	53.80	52.69	53.78	56.83	48.66	65.63 **eg**	50.51	66.76 c	57.77	43.79	74.93 b	53.78	50.94

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	***a**	b	***c**
Unweighted total	**130**	130	106	13	1	116	129	125	129	110	130	-	88	126	34	18	98	13
Weighted total	**81**	81	61	6	*	74	81	74	81	66	81	-	48	77	19	16	57	7
0-24%	**22**	22	20	*	-	22	22	19	22	19	22	-	7	20	5	8	13	1
	28%	*28%*	*32%*	*7%*	*-%*	*30%*	*27%*	*26%*	*27%*	*28%*	*28%*	*-%*	*15%*	*26%*	*26%*	*49%*	*23%*	*16%*
25-49%	**8**	8	8	2	-	6	8	8	8	7	8	-	7	8	4	2	6	-
	10%	*10%*	*13%*	*27%*	*-%*	*8%*	*10%*	*10%*	*10%*	*11%*	*10%*	*-%*	*14%*	*10%*	*20%*	*11%*	*10%*	*-%*
50-74%	**20**	20	20	1	*	18	20	18	20	12	20	-	11	18	7	3	14	3
	25%	*25%*	*33%*	*26%*	*100%*	*25%*	*25%*	*24%*	*25%*	*18%*	*25%*	*-%*	*23%*	*24%*	*38%*	*19%*	*24%*	*41%*
75-100%	**31**	31	14	2	-	27	31	29	31	28	31	-	23	31	3	3	25	3
	38%	*38%*	*23%*	*40%*	*-%*	*37%*	*38%*	*40%*	*38%*	*43%*	*38%*	*-%*	*48%*	*40%*	*16%*	*21%*	*43%*	*42%*
		b											c	c				
Answered	**81**	81	61	6	*	74	81	74	81	66	81	-	48	77	19	16	57	7
Mean	**53.78**	53.78	43.16	57.72	50.00	52.88	53.89	54.97	53.89	55.52	53.78	-	62.29	55.05	43.04	35.48	58.27	59.93
		b											c					

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	***b**	a	b	***a**	***b**
Unweighted total	**130**	11	11	104	89	41	128	2	101	8	32	98	11	26
Weighted total	**81**	4	4	69	54	27	79	2	65	5	14	67	2	17
0-24%	**22**	1	1	21	18	4	22	-	21	1	3	19	*	1
	28%	*13%*	*23%*	*31%*	*33%* b	*16%*	*28%*	*-%*	*32%*	*18%*	*23%*	*29%*	*14%*	*7%*
25-49%	**8**	1	*	6	4	4	8	*	6	*	1	7	*	2
	10%	*36%*	*7%*	*9%*	*8%*	*13%*	*10%*	*10%*	*10%*	*9%*	*6%*	*10%*	*17%*	*12%*
50-74%	**20**	*	*	19	13	7	20	-	14	3	3	17	1	1
	25%	*9%*	*7%*	*28%*	*24%*	*25%*	*25%*	*-%*	*21%*	*59%*	*23%*	*25%*	*38%*	*8%*
75-100%	**31**	2	2	22	19	12	29	2	24	1	7	24	1	12
	38%	*43%*	*64%*	*32%*	*35%*	*45%*	*37%*	*90%*	*37%*	*13%*	*47%*	*36%*	*32%*	*72%*
Answered	**81**	4	4	69	54	27	79	2	65	5	14	67	2	17
Mean	**53.78**	55.98	69.65	50.17	49.23	63.07 a	53.26	76.51	51.01	53.34	62.73	51.92	60.86	79.13

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 1st Class

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	130	31	1	19	22	18	7	8	13	23	9	11
Weighted total	81	17	*	11	10	13	4	7	13	10	9	5
0-24%	22	1	*	2	6	2	2	*	6	2	1	1
	28%	*7%*	*100%*	*20%*	*62%*	*13%*	*58%*	*5%*	*44%*	*16%*	*12%*	*26%*
25-49%	8	2	-	1	1	1	*	-	3	2	-	*
	10%	*12%*	*-%*	*5%*	*8%*	*7%*	*3%*	*-%*	*22%*	*25%*	*-%*	*2%*
50-74%	20	1	-	*	2	3	*	2	3	3	7	*
	25%	*5%*	*-%*	*3%*	*18%*	*20%*	*3%*	*24%*	*25%*	*34%*	*74%*	*7%*
75-100%	31	13	-	8	1	8	1	5	1	2	1	3
	38%	*76%*	*-%*	*72%*	*13%*	*61%*	*37%*	*71%*	*8%*	*24%*	*14%*	*66%*
Answered	81	17	*	11	10	13	4	7	13	10	9	5
Mean	53.78	81.90	20.00	75.21	30.44	69.59	44.15	77.52	29.93	49.02	55.38	58.00

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

Ofcom; Business Postal Tracker

Table 38

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**128**	6	11	6	8	10	10	2	11	10	16	16	22	74
Weighted total	**72**	3	9	10	6	4	11	5	5	5	4	3	7	58
0-24%	**11**	*	2	-	2	-	-	-	3	3	*	*	1	10
	15%	*7%*	*20%*	*-%*	*29%*	*-%*	*-%*	*-%*	*71%*	*50%*	*8%*	*7%*	*8%*	*17%*
25-49%	**7**	*	2	2	-	1	*	-	*	*	*	1	1	6
	10%	*14%*	*18%*	*23%*	*-%*	*15%*	*2%*	*-%*	*3%*	*4%*	*11%*	*18%*	*9%*	*10%*
50-74%	**17**	2	2	*	1	2	5	2	*	*	*	-	1	16
	24%	*72%*	*22%*	*3%*	*25%*	*40%*	*46%*	*50%*	*7%*	*9%*	*8%*	*-%*	*19%*	*27%*
75-100%	**37**	*	4	8	3	2	6	2	1	2	3	2	4	27
	51%	*7%*	*40%*	*74%*	*47%*	*45%*	*52%*	*50%*	*19%*	*37%*	*73%*	*76%*	*64%*	*47%*
Answered	**72**	3	9	10	6	4	11	5	5	5	4	3	7	58
Mean	**65.05**	48.15	57.90	77.08	66.94	68.39	69.63	72.67	35.36	45.17	78.70	71.66	71.95	62.97

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**128**	2	22	1	9	22	12	58	50	37	18	23	78	62	66
Weighted total	**72**	1	11	*	3	15	8	33	59	6	3	4	13	42	30
0-24%	**11**	-	3	-	*	2	2	3	9	*	1	*	2	5	5
	15%	*-%*	*31%*	*-%*	*5%*	*13%*	*32%*	*8%*	*15%*	*5%*	*35%*	*11%*	*14%*	*13%*	*18%*
25-49%	**7**	-	3	*	1	*	*	1	5	*	1	1	2	5	2
	10%	*-%*	*25%*	*100%*	*20%*	*2%*	*6%*	*4%*	*9%*	*8%*	*23%*	*20%*	*16%*	*12%*	*7%*
50-74%	**17**	*	4	-	*	3	2	8	14	1	1	1	4	8	9
	24%	*29%*	*34%*	*-%*	*11%*	*18%*	*33%*	*24%*	*23%*	*27%*	*21%*	*33%*	*28%*	*20%*	*30%*
75-100%	**37**	*	1	-	2	10	2	21	31	3	1	2	6	23	13
	51%	*71%*	*10%*	*-%*	*64%*	*66%*	*28%*	*64%*	*53%*	*60%*	*21%*	*36%*	*43%*	*55%*	*45%*
Answered	**72**	1	11	*	3	15	8	33	59	6	3	4	13	42	30
Mean	**65.05**	84.24	38.54	30.00	73.98	71.84	47.50	75.41	65.53	73.55	43.89	61.35	62.81	66.57	62.93

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	b	c	*a	*b	*c	d	*e	*f	*g
Unweighted total	**128**	15	11	14	13	45	83	2	43	83	9	6	24	38	25	26	-
Weighted total	**72**	18	7	6	2	37	34	2	36	34	12	5	11	24	11	8	-
0-24%	**11**	7	-	*	1	5	6	*	5	6	3	*	3	2	2	*	-
	15%	*36%*	*-%*	*6%*	*26%*	*13%*	*17%*	*6%*	*13%*	*17%*	*28%*	*3%*	*26%*	*8%*	*17%*	*6%*	*-%*
25-49%	**7**	1	*	*	1	4	3	-	4	3	5	-	*	1	*	1	-
	10%	*5%*	*1%*	*7%*	*35%*	*10%*	*10%*	*-%*	*11%*	*10%*	*38%*	*-%*	*2%*	*5%*	*3%*	*11%*	*-%*
50-74%	**17**	4	1	2	*	11	7	2	9	7	4	-	1	9	3	1	-
	24%	*22%*	*18%*	*30%*	*8%*	*29%*	*19%*	*94%*	*25%*	*19%*	*34%*	*-%*	*5%*	*37%*	*25%*	*11%*	*-%*
75-100%	**37**	7	6	3	1	18	19	-	18	19	-	5	8	12	6	6	-
	51%	*37%*	*81%*	*57%*	*30%*	*48%*	*54%*	*-%*	*51%*	*54%*	*-%*	*97%*	*67%*	*50%*	*55%*	*71%*	*-%*
Answered	**72**	18	7	6	2	37	34	2	36	34	12	5	11	24	11	8	-
Mean	**65.05**	55.29	79.20	73.60	50.36	64.58	65.56	47.55	65.41	65.56	33.14	88.15	64.96	69.57	70.53	76.40	-

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	**128**	52	9	9	4	5	123	5	115	13	86	42	-
Weighted total	**72**	28	2	1	2	1	68	4	65	7	55	17	-
0-24%	**11**	4	-	*	2	1	9	2	9	2	6	5	-
	15%	*16%*	*-%*	*12%*	*73%*	*86%*	*13%*	*41%*	*13%*	*30%*	*10%*	*30%* a	*-%*
25-49%	**7**	5	*	*	1	-	7	-	7	*	4	3	-
	10%	*18%*	*10%*	*24%*	*27%*	*-%*	*11%*	*-%*	*11%*	*2%*	*8%*	*17%*	*-%*
50-74%	**17**	3	*	1	-	-	15	2	16	1	13	4	-
	24%	*11%*	*10%*	*37%*	*-%*	*-%*	*22%*	*56%*	*25%*	*20%*	*24%*	*23%*	*-%*
75-100%	**37**	15	1	*	-	*	37	*	33	3	32	5	-
	51%	*54%*	*81%*	*27%*	*-%*	*14%*	*54%*	*2%*	*51%*	*47%*	*57%* b	*30%*	*-%*
Answered	**72**	28	2	1	2	1	68	4	65	7	55	17	-
Mean	**65.05**	62.66	84.24	51.21	23.47	31.36	66.62	41.07	65.42	61.71	69.51 b	50.68	-

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	***b**	c	a	b	***c**
Unweighted total	**128**	47	41	40	127	111	128	65	70	30	115	36	2	41	38	128	27
Weighted total	**72**	27	22	24	72	55	72	25	33	11	62	16	*	18	15	72	11
0-24%	**11**	5	3	2	11	9	11	4	5	2	7	3	-	3	5	11	1
	15%	*20%*	*15%*	*9%*	*15%*	*16%*	*15%*	*16%*	*14%*	*17%*	*12%*	*22%*	*-%*	*19%*	*30%* b	*15%*	*7%*
25-49%	**7**	3	1	3	7	6	7	2	2	1	6	3	-	3	3	7	1
	10%	*12%*	*4%*	*13%*	*10%*	*10%*	*10%*	*10%*	*7%*	*11%*	*9%*	*19%*	*-%*	*18%*	*22%*	*10%*	*11%*
50-74%	**17**	6	4	7	17	13	17	4	6	3	17	3	-	1	5	17	4
	24%	*22%*	*20%*	*31%*	*24%*	*24%*	*24%*	*15%*	*18%*	*24%*	*28%* d	*17%*	*-%*	*7%*	*33%*	*24%*	*35%*
75-100%	**37**	12	13	11	37	27	37	15	20	5	31	7	*	10	2	37	5
	51%	*46%*	*62%*	*47%*	*51%*	*49%*	*51%*	*60%*	*60%*	*48%*	*51%*	*42%*	*100%*	*56%*	*15%*	*51%* a	*47%*
Answered	**72**	27	22	24	72	55	72	25	33	11	62	16	*	18	15	72	11
Mean	**65.05**	59.45	71.23	65.76	65.10	62.76	65.05	67.91	70.54	63.50	66.24	57.28	88.70	61.84	42.10	65.05 a	67.72

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	*a	b	*c
Unweighted total	**128**	105	128	13	1	113	127	122	127	110	128	-	88	125	34	20	91	16
Weighted total	**72**	58	72	6	*	64	72	65	72	57	72	-	39	68	20	15	49	7
0-24%	**11**	11	11	*	-	9	11	11	11	9	11	-	9	11	1	3	4	3
	15%	*18%*	*15%*	*2%*	*-%*	*14%*	*15%*	*17%*	*15%*	*16%*	*15%*	*-%*	*24%* c	*16%*	*6%*	*21%*	*9%*	*42%*
25-49%	**7**	7	7	3	-	4	7	7	7	7	7	-	3	7	1	*	6	*
	10%	*12%*	*10%*	*55%*	*-%*	*6%*	*10%*	*11%*	*10%*	*12%*	*10%*	*-%*	*7%*	*11%*	*4%*	*3%*	*13%*	*3%*
50-74%	**17**	17	17	2	*	15	17	15	17	10	17	-	10	16	5	4	13	*
	24%	*30%*	*24%*	*36%*	*100%*	*24%*	*24%*	*23%*	*24%*	*17%*	*24%*	*-%*	*26%*	*23%*	*25%*	*27%*	*26%*	*4%*
75-100%	**37**	23	37	*	-	36	36	32	36	32	37	-	16	34	13	8	25	4
	51%	*40%*	*51%*	*8%*	*-%*	*56%*	*51%*	*49%*	*51%*	*55%*	*51%*	*-%*	*43%*	*50%*	*64%* a	*49%*	*52%*	*51%*
Answered	**72**	58	72	6	*	64	72	65	72	57	72	-	39	68	20	15	49	7
Mean	**65.05**	56.94	65.05 a	41.16	50.00	68.32	64.98	63.47	64.98	65.98	65.05	-	58.83	64.66	73.31 a	63.73	66.24	60.95

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	*b
Unweighted total	**128**	13	9	104	89	39	126	2	101	7	30	98	9	22
Weighted total	**72**	4	2	64	52	20	70	2	61	2	8	64	2	9
0-24%	**11**	2	*	7	7	4	9	2	7	*	3	8	*	3
	15%	*40%*	*11%*	*11%*	*13%*	*19%*	*13%*	*90%*	*12%*	*9%*	*32%* b	*13%*	*10%*	*37%*
25-49%	**7**	*	*	7	6	1	7	*	5	*	1	6	1	1
	10%	*8%*	*14%*	*10%*	*12%*	*5%*	*10%*	*10%*	*8%*	*11%*	*9%*	*10%*	*36%*	*8%*
50-74%	**17**	1	*	16	14	4	17	-	15	*	1	17	1	3
	24%	*33%*	*14%*	*24%*	*26%*	*18%*	*25%*	*-%*	*24%*	*9%*	*9%*	*26%*	*31%*	*35%*
75-100%	**37**	1	1	35	25	11	37	-	34	1	4	33	*	2
	51%	*20%*	*61%*	*54%*	*49%*	*57%*	*52%*	*-%*	*56%*	*71%*	*50%*	*51%*	*23%*	*20%*
Answered	**72**	4	2	64	52	20	70	2	61	2	8	64	2	9
Mean	**65.05**	48.08	63.37	67.58	65.20	64.67	66.17	22.49	68.30	73.60	54.75	66.38	53.80	44.72

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send Franked/metered mail 2nd Class

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	128	24	1	14	23	16	7	8	13	23	12	12
Weighted total	72	8	*	4	13	9	4	8	8	12	10	5
0-24%	11	3	-	*	1	3	1	3	-	2	-	1
	15%	*40%*	*-%*	*3%*	*6%*	*39%*	*34%*	*38%*	*-%*	*15%*	*-%*	*10%*
25-49%	7	1	-	1	*	1	*	-	1	*	1	3
	10%	*17%*	*-%*	*19%*	*1%*	*9%*	*3%*	*-%*	*7%*	*4%*	*15%*	*52%*
50-74%	17	2	-	1	2	2	-	2	*	5	5	*
	24%	*24%*	*-%*	*14%*	*19%*	*21%*	*-%*	*21%*	*5%*	*43%*	*53%*	*4%*
75-100%	37	2	*	3	9	3	2	3	7	4	3	2
	51%	*19%*	*100%*	*64%*	*73%*	*31%*	*63%*	*41%*	*88%*	*38%*	*32%*	*34%*
Answered	72	8	*	4	13	9	4	8	8	12	10	5
Mean	65.05	42.05	80.00	74.56	79.65	48.44	58.53	56.65	82.53	64.35	60.98	49.25

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

Ofcom; Business Postal Tracker

Table 39

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	-	-	1	1	-	5	-	-	1	3	3	2	8
Weighted total	19	-	-	2	1	-	12	-	-	1	1	1	1	17
0-24%	12	-	-	-	-	-	10	-	-	1	1	*	*	11
	63%	-%	-%	-%	-%	-%	*80%*	-%	-%	*100%*	*83%*	*43%*	*18%*	*65%*
25-49%	1	-	-	-	-	-	-	-	-	-	-	*	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*10%*	*82%*	-%
50-74%	1	-	-	-	1	-	-	-	-	-	-	-	-	1
	6%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	*7%*
75-100%	5	-	-	2	-	-	2	-	-	-	*	*	-	5
	28%	-%	-%	*100%*	-%	-%	*20%*	-%	-%	-%	*17%*	*47%*	-%	*28%*
Answered	19	-	-	2	1	-	12	-	-	1	1	1	1	17
Mean	40.94	-	-	100.00	50.00	-	30.63	-	-	17.00	19.26	59.64	36.40	40.80

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

Produced by OLR
OFC1885
Issue date: 18/01/16

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	**16**	1	1	-	2	6	1	5	12	4	-	-	4	8	8
Weighted total	**19**	*	1	-	3	10	1	4	19	*	-	-	*	11	9
0-24%	**12**	*	1	-	-	7	-	3	12	*	-	-	*	5	7
	63%	*100%*	*100%*	*-%*	*-%*	*72%*	*-%*	*85%*	*63%*	*50%*	*-%*	*-%*	*50%*	*49%*	*79%*
25-49%	**1**	-	-	-	-	*	-	*	*	*	-	-	*	-	1
	3%	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*3%*	*2%*	*23%*	*-%*	*-%*	*23%*	*-%*	*6%*
50-74%	**1**	-	-	-	-	-	1	-	1	-	-	-	-	-	1
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*
75-100%	**5**	-	-	-	3	2	-	*	5	*	-	-	*	5	-
	28%	*-%*	*-%*	*-%*	*100%*	*24%*	*-%*	*12%*	*28%*	*27%*	*-%*	*-%*	*27%*	*51%*	*-%*
Answered	**19**	*	1	-	3	10	1	4	19	*	-	-	*	11	9
Mean	**40.94**	20.00	17.00	-	99.78	36.49	50.00	21.09	40.97	39.49	-	-	39.49	55.45	22.99

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

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**16**	2	2	1	-	6	10	2	4	10	5	1	3	1	1	2	2
Weighted total	**19**	5	2	*	-	7	12	3	4	12	7	*	6	*	*	1	3
0-24%	**12**	2	2	*	-	4	9	3	*	9	5	*	1	*	*	-	2
	63%	*50%*	*100%*	*100%*	*-%*	*49%*	*71%*	*100%*	*10%*	*71%*	*80%*	*100%*	*21%*	*100%*	*100%*	*-%*	*84%*
25-49%	**1**	-	-	-	-	-	1	-	-	1	-	-	-	-	-	*	*
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*16%*
50-74%	**1**	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	6%	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*-%*	*30%*	*-%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**5**	2	-	-	-	3	3	-	3	3	*	-	5	-	-	*	-
	28%	*50%*	*-%*	*-%*	*-%*	*34%*	*24%*	*-%*	*60%*	*24%*	*2%*	*-%*	*79%*	*-%*	*-%*	*83%*	*-%*
Answered	**19**	5	2	*	-	7	12	3	4	12	7	*	6	*	*	1	3
Mean	**40.94**	60.30	13.88	-	-	47.89	36.68	11.39	75.18	36.68	22.69	-	82.97	5.00	20.00	89.93	18.88

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

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**16**	3	2	-	-	5	16	-	13	3	9	7	-
Weighted total	**19**	3	1	-	-	6	19	-	16	4	8	11	-
0-24%	**12**	2	1	-	-	5	12	-	8	4	4	8	-
	63%	*96%*	*93%*	*-%*	*-%*	*84%*	*63%*	*-%*	*54%*	*100%*	*46%*	*75%*	*-%*
25-49%	**1**	-	*	-	-	*	1	-	1	-	1	-	-
	3%	*-%*	*7%*	*-%*	*-%*	*8%*	*3%*	*-%*	*3%*	*-%*	*7%*	*-%*	*-%*
50-74%	**1**	-	-	-	-	-	1	-	1	-	1	-	-
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*8%*	*-%*	*16%*	*-%*	*-%*
75-100%	**5**	*	-	-	-	*	5	-	5	-	3	3	-
	28%	*4%*	*-%*	*-%*	*-%*	*8%*	*28%*	*-%*	*35%*	*-%*	*32%*	*25%*	*-%*
Answered	**19**	3	1	-	-	6	19	-	16	4	8	11	-
Mean	**40.94**	17.76	18.64	-	-	23.99	40.94	-	46.15	18.99	46.71	36.87	-

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

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**16**	8	-	8	13	9	14	10	9	8	9	9	-	1	9	16	6
Weighted total	**19**	7	-	12	14	6	14	10	8	7	10	10	-	*	7	19	7
0-24%	**12**	4	-	8	7	4	7	9	7	6	4	8	-	*	5	12	6
	63%	*49%*	*-%*	*72%*	*50%*	*64%*	*51%*	*88%*	*93%*	*84%*	*43%*	*88%*	*-%*	*100%*	*67%*	*63%*	*87%*
25-49%	**1**	*	-	*	1	1	1	1	*	1	*	1	-	-	1	1	*
	3%	*1%*	*-%*	*4%*	*4%*	*8%*	*4%*	*5%*	*1%*	*7%*	*1%*	*6%*	*-%*	*-%*	*8%*	*3%*	*6%*
50-74%	**1**	1	-	-	1	1	1	-	-	-	-	-	-	-	1	1	-
	6%	*16%*	*-%*	*-%*	*9%*	*19%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*6%*	*-%*
75-100%	**5**	3	-	3	5	1	5	1	*	1	5	1	-	-	*	5	*
	28%	*33%*	*-%*	*24%*	*37%*	*9%*	*37%*	*6%*	*6%*	*8%*	*56%*	*6%*	*-%*	*-%*	*7%*	*28%*	*7%*
Answered	**19**	7	-	12	14	6	14	10	8	7	10	10	-	*	7	19	7
Mean	**40.94**	47.10	-	36.99	49.57	32.07	49.38	21.59	18.56	24.08	62.37	21.83	-	-	27.27	40.94	21.06

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

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	**16**	16	12	2	1	13	16	14	16	13	16	-	10	16	4	7	8	1
Weighted total	**19**	19	11	2	*	16	19	14	19	14	19	-	9	19	3	7	12	*
0-24%	**12**	12	9	2	-	10	12	7	12	7	12	-	5	12	2	5	7	-
	63%	*63%*	*83%*	*100%*	*-%*	*59%*	*63%*	*50%*	*63%*	*49%*	*63%*	*-%*	*50%*	*63%*	*50%*	*71%*	*58%*	*-%*
25-49%	**1**	1	1	-	*	*	1	1	1	1	1	-	1	1	*	*	-	*
	3%	*3%*	*5%*	*-%*	*100%*	*1%*	*3%*	*4%*	*3%*	*4%*	*3%*	*-%*	*6%*	*3%*	*13%*	*6%*	*-%*	*100%*
50-74%	**1**	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	-	-
	6%	*6%*	*11%*	*-%*	*-%*	*8%*	*6%*	*9%*	*6%*	*9%*	*6%*	*-%*	*13%*	*6%*	*37%*	*17%*	*-%*	*-%*
75-100%	**5**	5	*	-	-	5	5	5	5	5	5	-	3	5	-	*	5	-
	28%	*28%*	*1%*	*-%*	*-%*	*33%*	*28%*	*38%*	*28%*	*38%*	*28%*	*-%*	*31%*	*28%*	*-%*	*6%*	*42%*	*-%*
Answered	**19**	19	11	2	*	16	19	14	19	14	19	-	9	19	3	7	12	*
Mean	**40.94**	40.94	20.72	15.19	40.00	44.83	40.94	50.30	40.94	49.45	40.94	-	45.86	40.94	30.64	25.64	50.59	40.00

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

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**16**	4	3	9	6	10	16	-	14	-	4	12	1	3
Weighted total	**19**	6	2	11	7	13	19	-	16	-	2	17	*	5
0-24%	**12**	6	-	6	4	8	12	-	10	-	*	12	*	2
	63%	*100%*	*-%*	*55%*	*62%*	*63%*	*63%*	*-%*	*59%*	*-%*	*20%*	*68%*	*100%*	*45%*
25-49%	**1**	-	*	*	*	*	1	-	*	-	1	-	-	-
	3%	*-%*	*20%*	*1%*	*1%*	*3%*	*3%*	*-%*	*1%*	*-%*	*24%*	*-%*	*-%*	*-%*
50-74%	**1**	-	1	-	-	1	1	-	1	-	1	-	-	-
	6%	*-%*	*58%*	*-%*	*-%*	*10%*	*6%*	*-%*	*8%*	*-%*	*56%*	*-%*	*-%*	*-%*
75-100%	**5**	-	*	5	2	3	5	-	5	-	-	5	-	3
	28%	*-%*	*22%*	*44%*	*36%*	*24%*	*28%*	*-%*	*33%*	*-%*	*-%*	*32%*	*-%*	*55%*
Answered	**19**	6	2	11	7	13	19	-	16	-	2	17	*	5
Mean	**40.94**	17.44	58.99	50.33	45.12	38.74	40.94	-	44.69	-	38.72	41.22	20.00	59.37

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

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 1st Class

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	16	4	-	1	1	2	1	3	4	3	1
Weighted total	19	5	-	*	*	5	*	3	4	5	1
0-24%	12	2	-	-	-	-	*	3	2	5	1
	63%	46%	-%	-%	-%	-%	100%	97%	60%	100%	100%
25-49%	1	-	-	-	-	-	-	*	*	-	-
	3%	-%	-%	-%	-%	-%	-%	3%	10%	-%	-%
50-74%	1	-	-	-	-	-	-	-	1	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	30%	-%	-%
75-100%	5	3	-	*	*	5	-	-	-	-	-
	28%	54%	-%	100%	100%	100%	-%	-%	-%	-%	-%
Answered	19	5	-	*	*	5	*	3	4	5	1
Mean	40.94	58.67	-	95.00	100.00	100.00	20.00	12.24	30.55	11.87	17.00

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

Ofcom; Business Postal Tracker

Table 40

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	19	-	1	1	2	1	3	-	-	2	4	2	3	10
Weighted total	18	-	2	2	1	1	7	-	-	2	1	1	1	16
0-24%	3	-	-	-	-	1	-	-	-	1	*	-	*	2
	17%	-%	-%	-%	-%	*100%*	-%	-%	-%	*50%*	*28%*	-%	*45%*	*15%*
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	2	-	-	-	1	-	-	-	-	-	*	1	*	1
	13%	-%	-%	-%	*88%*	-%	-%	-%	-%	-%	*14%*	*100%*	*45%*	*8%*
75-100%	13	-	2	2	*	-	7	-	-	1	*	-	*	12
	71%	-%	*100%*	*100%*	*12%*	-%	*100%*	-%	-%	*50%*	*57%*	-%	*10%*	*77%*
Answered	18	-	2	2	1	1	7	-	-	2	1	1	1	16
Mean	73.73	-	100.00	100.00	54.96	20.00	85.00	-	-	57.50	63.63	56.72	37.20	76.93

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

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	**19**	2	1	-	4	7	1	3	13	4	1	1	6	7	12
Weighted total	**18**	2	1	-	5	8	1	1	18	*	*	*	1	5	13
0-24%	**3**	-	1	-	1	-	-	*	3	*	-	-	*	*	3
	17%	*-%*	*100%*	*-%*	*12%*	*-%*	*-%*	*17%*	*16%*	*53%*	*-%*	*-%*	*31%*	*4%*	*22%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	*	-	-	-	1	1	*	2	*	-	*	*	*	2
	13%	*26%*	*-%*	*-%*	*-%*	*7%*	*100%*	*15%*	*12%*	*23%*	*-%*	*100%*	*30%*	*2%*	*17%*
75-100%	**13**	1	-	-	4	7	-	*	13	*	*	-	*	5	8
	71%	*74%*	*-%*	*-%*	*88%*	*93%*	*-%*	*68%*	*72%*	*23%*	*100%*	*-%*	*39%*	*94%*	*61%*
Answered	**18**	2	1	-	5	8	1	1	18	*	*	*	1	5	13
Mean	**73.73**	88.58	15.00	-	88.66	83.33	50.00	73.74	74.56	34.12	90.00	60.00	52.38	90.09	67.11

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

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**19**	1	2	1	1	9	10	4	5	10	8	1	2	2	1	2	2
Weighted total	**18**	2	2	*	*	9	9	6	3	9	10	*	2	1	*	*	3
0-24%	**3**	-	1	*	-	2	1	-	2	1	1	*	2	-	-	-	-
	17%	*-%*	*74%*	*100%*	*-%*	*20%*	*14%*	*-%*	*52%*	*14%*	*6%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	-	-	-	-	2	1	*	1	1	2	-	-	*	-	*	*
	13%	*-%*	*-%*	*-%*	*-%*	*18%*	*7%*	*8%*	*36%*	*7%*	*17%*	*-%*	*-%*	*20%*	*-%*	*35%*	*16%*
75-100%	**13**	2	*	-	*	6	7	5	*	7	8	-	-	*	*	*	2
	71%	*100%*	*26%*	*-%*	*100%*	*62%*	*79%*	*92%*	*13%*	*79%*	*77%*	*-%*	*-%*	*80%*	*100%*	*65%*	*84%*
Answered	**18**	2	2	*	*	9	9	6	3	9	10	*	2	1	*	*	3
Mean	**73.73**	80.00	35.77	-	90.00	74.40	73.08	96.64	37.82	73.08	81.69	-	17.50	87.97	80.00	79.44	81.12

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

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**19**	4	4	-	-	5	18	1	15	4	11	8	-
Weighted total	**18**	4	3	-	-	5	17	1	14	5	7	11	-
0-24%	**3**	1	1	-	-	-	3	-	2	1	1	2	-
	17%	*38%*	*45%*	*-%*	*-%*	*-%*	*18%*	*-%*	*14%*	*25%*	*9%*	*22%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	-	*	-	-	1	2	-	2	-	2	-	-
	13%	*-%*	*3%*	*-%*	*-%*	*10%*	*13%*	*-%*	*17%*	*-%*	*31%*	*-%*	*-%*
75-100%	**13**	2	1	-	-	5	12	1	9	4	4	9	-
	71%	*62%*	*51%*	*-%*	*-%*	*90%*	*68%*	*100%*	*69%*	*75%*	*60%*	*78%*	*-%*
Answered	**18**	4	3	-	-	5	17	1	14	5	7	11	-
Mean	**73.73**	59.23	59.66	-	-	82.38	71.84	100.00	75.56	68.71	76.89	71.62	-
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**19**	11	1	7	16	12	17	13	11	11	13	12	-	1	11	19	7
Weighted total	**18**	9	*	9	14	9	14	12	8	9	12	12	-	*	8	18	7
0-24%	**3**	2	-	1	3	3	3	3	3	3	3	3	-	*	3	3	2
	17%	*20%*	*-%*	*14%*	*23%*	*29%*	*23%*	*23%*	*34%*	*27%*	*27%*	*22%*	*-%*	*100%*	*33%*	*17%*	*24%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	2	*	*	2	2	2	1	1	1	*	1	-	-	2	2	*
	13%	*19%*	*100%*	*5%*	*17%*	*26%*	*17%*	*5%*	*8%*	*7%*	*2%*	*5%*	*-%*	*-%*	*29%*	*13%*	*6%*
75-100%	**13**	6	-	7	8	4	8	9	4	6	8	9	-	-	3	13	5
	71%	*61%*	*-%*	*81%*	*60%*	*44%*	*60%*	*72%*	*57%*	*66%*	*71%*	*73%*	*-%*	*-%*	*38%*	*71%*	*70%*
Answered	**18**	9	*	9	14	9	14	12	8	9	12	12	-	*	8	18	7
Mean	**73.73**	73.39	60.00	74.24	69.79	58.90	69.86	69.74	62.33	66.72	72.79	70.37	-	-	55.62	73.73	68.09

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

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	**19**	15	19	4	1	14	19	17	19	15	19	-	9	19	5	8	10	1
Weighted total	**18**	13	18	3	*	15	18	14	18	12	18	-	5	18	4	8	10	*
0-24%	**3**	3	3	-	-	3	3	3	3	3	3	-	3	3	1	-	3	-
	17%	*21%*	*17%*	*-%*	*-%*	*20%*	*17%*	*22%*	*17%*	*27%*	*17%*	*-%*	*51%*	*17%*	*35%*	*-%*	*31%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	2	2	*	*	2	2	2	2	2	2	-	2	2	2	2	1	*
	13%	*18%*	*13%*	*4%*	*100%*	*12%*	*13%*	*16%*	*13%*	*16%*	*13%*	*-%*	*35%*	*13%*	*48%*	*20%*	*5%*	*100%*
75-100%	**13**	8	13	3	-	10	13	9	13	7	13	-	1	13	1	7	6	-
	71%	*61%*	*71%*	*96%*	*-%*	*68%*	*71%*	*62%*	*71%*	*57%*	*71%*	*-%*	*14%*	*71%*	*17%*	*80%*	*63%*	*-%*
Answered	**18**	13	18	3	*	15	18	14	18	12	18	-	5	18	4	8	10	*
Mean	**73.73**	65.29	73.73	84.15	60.00	72.25	73.73	69.72	73.73	67.14	73.73	-	39.89	73.73	46.47	82.71	66.40	60.00

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

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**19**	4	3	12	10	9	17	2	17	-	6	13	2	1
Weighted total	**18**	6	2	11	9	10	14	4	16	-	4	15	*	2
0-24%	**3**	1	-	2	3	*	3	-	3	-	-	3	-	-
	17%	*20%*	*-%*	*18%*	*34%*	*2%*	*22%*	*-%*	*20%*	*-%*	*-%*	*21%*	*-%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	-	2	1	1	2	2	-	2	-	2	1	-	-
	13%	*-%*	*91%*	*6%*	*7%*	*17%*	*16%*	*-%*	*12%*	*-%*	*49%*	*4%*	*-%*	*-%*
75-100%	**13**	5	*	8	5	8	9	4	11	-	2	11	*	2
	71%	*80%*	*9%*	*76%*	*58%*	*81%*	*62%*	*100%*	*68%*	*-%*	*51%*	*75%*	*100%*	*100%*
Answered	**18**	6	2	11	9	10	14	4	16	-	4	15	*	2
Mean	**73.73**	68.66	56.15	79.71	64.87	81.35	66.45	100.00	72.41	-	75.93	73.19	86.48	90.00

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

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)
Base: All who send PPI 2nd Class

		Satisfaction with other main provider		Month		Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted total	19	2	-	1	2	1	3	6	4	2
Weighted total	18	2	-	*	*	*	2	6	8	2
0-24%	3	-	-	*	-	-	-	2	-	1
	17%	-%	-%	*100%*	-%	-%	-%	*31%*	-%	*50%*
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	2	-	-	-	*	-	1	2	-	-
	13%	-%	-%	-%	*38%*	-%	*24%*	*29%*	-%	-%
75-100%	13	2	-	-	*	*	2	2	8	1
	71%	*100%*	-%	-%	*62%*	*100%*	*76%*	*41%*	*100%*	*50%*
Answered	18	2	-	*	*	*	2	6	8	2
Mean	73.73	89.61	-	5.00	78.50	80.00	89.46	52.26	91.86	57.50
Columns Tested: a,b - a,b - a,b - a,b,c										

Ofcom; Business Postal Tracker
Table 41

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**901**	42	76	52	49	68	77	59	63	66	112	134	103	552
Weighted total	**883**	45	88	105	46	65	134	129	76	68	41	50	34	757
Speed of delivery	**722**	36	70	79	41	53	111	110	58	58	35	43	30	615
	82%	*79%*	*79%*	*75%*	*88%*	*81%*	*83%*	*85%*	*76%*	*85%*	*84%*	*87%*	*86%*	*81%*
												c		
Reliability of service	**136**	11	10	25	4	4	26	12	16	5	8	9	5	114
	15%	*25%*	*11%*	*24%*	*8%*	*6%*	*20%*	*10%*	*21%*	*8%*	*18%*	*18%*	*15%*	*15%*
		degi		**degi**			**ei**		**ei**		e	e		e
Always have done / haven't thought to change	**50**	3	6	3	1	4	2	12	11	2	1	1	2	46
	6%	*7%*	*7%*	*2%*	*3%*	*6%*	*2%*	*9%*	*15%*	*4%*	*3%*	*2%*	*7%*	*6%*
								fk	**cdfijkm**					
Better service for our customers / clients	**33**	3	4	8	3	1	*	5	-	4	2	2	1	28
	4%	*7%*	*4%*	*7%*	*6%*	*2%*	**%*	*4%*	*-%*	*5%*	*6%*	*4%*	*3%*	*4%*
		fh		**fh**	f					f	f			
Image - not wanting to be seen as using a cheap service	**30**	2	2	3	*	1	5	7	2	6	1	1	-	28
	3%	*4%*	*2%*	*3%*	*1%*	*2%*	*4%*	*6%*	*2%*	*9%*	*3%*	*1%*	*-%*	*4%*
							l	l		**klm**				l
Little cost difference with second class stamps	**19**	-	3	5	1	1	2	-	2	1	1	1	1	16
	2%	*-%*	*4%*	*5%*	*3%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
Higher importance / important	**12**	2	-	-	-	1	2	5	*	1	*	*	*	12
	1%	*4%*	*-%*	*-%*	*-%*	*2%*	*2%*	*4%*	**%*	*2%*	*1%*	**%*	**%*	*2%*
								k						
Convenience	**11**	-	2	2	-	2	*	2	2	-	-	-	-	11
	1%	*-%*	*2%*	*2%*	*-%*	*4%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*
						jkl								
Looks more professional / looks better to clients to send 1st class	**1**	-	-	-	-	-	-	-	1	-	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*
									m					
Next day delivery	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
											m			
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	-	2	2	-	-	3	-	-	-	-	-	-	7
	1%	*-%*	*2%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
No particular reason	**5**	-	-	*	1	-	-	-	-	2	-	1	*	4
	1%	*-%*	*-%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*2%*	*1%*	*1%*
					m					**jm**				

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**901**	42	76	52	49	68	77	59	63	66	112	134	103	552
Weighted total	**883**	45	88	105	46	65	134	129	76	68	41	50	34	757
Other	**16**	-	2	2	-	1	7	-	-	-	2	1	1	13
	2%	*-%*	*2%*	*2%*	*-%*	*2%*	*5%* m	*-%*	*-%*	*-%*	*5%*	*2%*	*3%*	*2%*

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

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**901**	84	85	12	75	198	50	374	670	144	42	45	231	395	506
Weighted total	**883**	83	83	10	72	207	57	342	845	23	7	8	38	421	461
Speed of delivery	**722**	72	66	8	65	168	49	275	689	20	5	8	33	340	382
	82%	*87%*	*79%*	*79%*	*90%*	*81%*	*87%*	*80%*	*82%*	*86%*	*80%*	*98%*	*88%*	*81%*	*83%*
					g							**abce**	a		
Reliability of service	**136**	13	11	*	13	34	8	52	132	2	1	*	4	72	64
	15%	*16%*	*14%*	*4%*	*19%*	*17%*	*14%*	*15%*	*16%*	*10%*	*20%*	*2%*	*10%*	*17%*	*14%*
									d		d				
Always have done / haven't thought to change	**50**	6	2	1	1	13	4	21	49	1	*	-	1	26	24
	6%	*7%*	*2%*	*12%*	*1%*	*6%*	*6%*	*6%*	*6%*	*5%*	*3%*	*-%*	*4%*	*6%*	*5%*
Better service for our customers / clients	**33**	1	6	-	2	10	*	14	31	2	*	*	2	15	18
	4%	*2%*	*7%*	*-%*	*2%*	*5%*	*1%*	*4%*	*4%*	*7%*	*1%*	*1%*	*5%*	*4%*	*4%*
Image - not wanting to be seen as using a cheap service	**30**	-	4	-	-	3	2	19	29	*	*	*	1	11	19
	3%	*-%*	*5%*	*-%*	*-%*	*2%*	*4%*	*6%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*
			ad					**ade**							
Little cost difference with second class stamps	**19**	-	2	*	1	4	-	11	18	*	*	-	*	10	9
	2%	*-%*	*3%*	*4%*	*1%*	*2%*	*-%*	*3%*	*2%*	*1%*	*3%*	*-%*	*1%*	*2%*	*2%*
Higher importance / important	**12**	3	2	-	1	-	-	6	12	*	*	*	*	2	10
	1%	*3%*	*2%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*2%*
		e	e												a
Convenience	**11**	-	2	-	2	3	-	2	11	*	-	*	*	7	4
	1%	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*2%*	*1%*
Looks more professional / looks better to clients to send 1st class	**1**	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Next day delivery	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	-	2	-	-	2	-	2	6	*	-	-	*	4	3
	1%	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*
No particular reason	**5**	1	1	*	*	*	1	*	5	*	-	-	*	4	2
	1%	*1%*	*1%*	*4%*	**%*	**%*	*3%*	**%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	**%*
							g								
Other	**16**	-	2	-	-	3	1	11	16	*	-	-	*	9	7
	2%	*-%*	*2%*	*-%*	*-%*	*1%*	*2%*	*3%*	*2%*	*2%*	*-%*	*-%*	*1%*	*2%*	*2%*

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

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**901**	357	60	67	22	667	234	220	447	234	453	170	110	74	46	39	2
Weighted total	**883**	433	44	51	4	706	177	241	465	177	524	163	102	42	27	16	3
Speed of delivery	**722**	345	30	40	3	574	148	197	377	148	434	120	85	39	24	14	-
	82%	*80%*	*69%*	*78%*	*88%*	*81%*	*84%*	*81%*	*81%*	*84%*	*83%* b	*73%*	*83%*	*93%* **abc**	*91%* b	*87%*	*-%*
Reliability of service	**136**	74	8	9	*	121	15	46	75	15	91	20	17	3	1	3	-
	15%	*17%*	*18%*	*18%*	*5%*	*17%* b	*8%*	*19%* c	*16%* c	*8%*	*17%* **de**	*13%*	*17%* d	*7%*	*5%*	*19%* d	*-%*
Always have done / haven't thought to change	**50**	27	4	2	*	43	7	19	24	7	35	12	-	2	2	*	-
	6%	*6%*	*9%*	*4%*	*9%*	*6%*	*4%*	*8%*	*5%*	*4%*	*7%* c	*7%* c	*-%*	*4%* c	*6%* c	*1%*	*-%*
Better service for our customers / clients	**33**	20	1	4	-	16	17	1	14	17	13	9	5	3	3	1	*
	4%	*5%*	*3%*	*7%*	*-%*	*2%*	*10%* a	*1%*	*3%* a	*10%* **ab**	*2%*	*5%*	*5%*	*6%*	*12%* a	*5%*	*16%*
Image - not wanting to be seen as using a cheap service	**30**	23	*	*	-	21	9	2	19	9	12	10	3	4	2	*	-
	3%	*5%*	**%*	*1%*	*-%*	*3%*	*5%*	*1%*	*4%* a	*5%* a	*2%*	*6%* a	*3%*	*9%* a	*6%*	*3%*	*-%*
Little cost difference with second class stamps	**19**	15	-	1	*	17	2	9	8	2	15	3	1	*	*	-	-
	2%	*3%*	*-%*	*1%*	*12%*	*2%*	*1%*	*4%*	*2%*	*1%*	*3%*	*2%*	*1%*	**%*	*1%*	*-%*	*-%*
Higher importance / important	**12**	4	-	2	-	12	*	6	7	*	7	5	1	*	*	-	-
	1%	*1%*	*-%*	*4%* a	*-%*	*2%*	**%*	*2%* c	*1%*	**%*	*1%*	*3%*	*1%*	**%*	**%*	*-%*	*-%*
Convenience	**11**	7	2	*	-	7	4	2	4	4	7	-	4	-	*	-	-
	1%	*2%*	*5%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*-%*	*4%* b	*-%*	*1%*	*-%*	*-%*
Looks more professional / looks better to clients to send 1st class	**1**	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Next day delivery	*****	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	2	-	-	-	2	4	-	2	4	2	2	-	-	-	-	2
	1%	**%*	*-%*	*-%*	*-%*	**%*	*2%* a	*-%*	*1%*	*2%* **ab**	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*84%*
No particular reason	**5**	1	-	*	-	5	*	1	5	*	2	2	1	-	-	-	-
	1%	**%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Other	**16**	5	2	2	-	13	3	6	7	3	8	5	1	2	-	1	-
	2%	*1%*	*6%* a	*5%* a	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*6%* **ac**	*-%*	*6%* a	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	901	393	42	30	20	19	844	57	809	92	698	203	-
Weighted total	883	390	40	25	18	18	817	66	785	97	680	203	-
Speed of delivery	722	307	34	23	15	11	674	48	647	75	567	155	-
	82%	79%	86%	92%	88%	61%	83%	73%	82%	77%	83%	77%	-%
											b		
Reliability of service	136	70	3	2	-	*	129	7	128	8	109	27	-
	15%	18%	7%	8%	-%	2%	16%	10%	16%	8%	16%	13%	-%
Always have done / haven't thought to change	50	17	2	*	1	-	45	5	45	5	42	8	-
	6%	4%	4%	1%	8%	-%	6%	7%	6%	5%	6%	4%	-%
Better service for our customers / clients	33	13	2	4	3	4	30	3	30	3	23	11	-
	4%	3%	6%	15%	19%	25%	4%	4%	4%	3%	3%	5%	-%
				a									
Image - not wanting to be seen as using a cheap service	30	14	-	*	3	2	30	*	30	*	24	6	-
	3%	3%	-%	1%	16%	10%	4%	*%	4%	*%	4%	3%	-%
Little cost difference with second class stamps	19	7	-	1	-	-	16	3	15	4	13	6	-
	2%	2%	-%	5%	-%	-%	2%	5%	2%	4%	2%	3%	-%
Higher importance / important	12	8	-	-	-	-	12	-	10	2	10	2	-
	1%	2%	-%	-%	-%	-%	2%	-%	1%	2%	1%	1%	-%
Convenience	11	5	-	-	-	-	11	*	11	*	9	2	-
	1%	1%	-%	-%	-%	-%	1%	*%	1%	*%	1%	1%	-%
Looks more professional / looks better to clients to send 1st class	1	-	-	-	-	-	1	-	1	-	1	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Next day delivery	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Cost - cheaper than the competition / courier	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	5	2	*	-	-	5	2	5	2	2	4	-
	1%	1%	4%	1%	-%	-%	1%	3%	1%	2%	*%	2%	-%
												a	
No particular reason	5	2	-	-	-	-	5	*	5	*	5	1	-
	1%	*%	-%	-%	-%	-%	1%	*%	1%	*%	1%	*%	-%
Other	16	9	-	*	-	3	14	3	14	3	10	7	-
	2%	2%	-%	1%	-%	16%	2%	4%	2%	3%	1%	3%	-%

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

Ofcom; Business Postal Tracker
Table 41 (continuation)

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**901**	472	154	268	868	599	886	406	316	182	633	249	7	247	333	901	107
Weighted total	**883**	470	161	241	836	545	861	403	277	184	594	249	5	235	327	883	77
Speed of delivery	**722**	375	129	210	679	437	700	316	210	152	489	204	2	183	265	722	63
	82%	*80%*	*80%*	*87%*	*81%*	*80%*	*81%*	*79%*	*76%*	*83%*	*82%*	*82%*	*39%*	*78%*	*81%*	*82%*	*82%*
				a	e		e				e						
Reliability of service	**136**	68	31	35	130	92	135	66	33	24	93	35	3	37	63	136	10
	15%	*14%*	*19%*	*15%*	*16%*	*17%*	*16%*	*16%*	*12%*	*13%*	*16%*	*14%*	*70%*	*16%*	*19%*	*15%*	*13%*
Always have done / haven't thought to change	**50**	39	6	6	50	25	50	20	13	11	37	11	-	10	15	50	1
	6%	*8%*	*4%*	*2%*	*6%*	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*	*4%*	*-%*	*4%*	*4%*	*6%*	*1%*
		bc														c	
Better service for our customers / clients	**33**	6	8	19	32	26	32	27	16	15	19	21	*	6	21	33	8
	4%	*1%*	*5%*	*8%*	*4%*	*5%*	*4%*	*7%*	*6%*	*8%*	*3%*	*8%*	*9%*	*2%*	*6%*	*4%*	*10%*
			a	a				**acg**		**acg**		c					b
Image - not wanting to be seen as using a cheap service	**30**	10	10	9	30	21	30	15	14	8	22	8	*	10	16	30	4
	3%	*2%*	*6%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*9%*	*4%*	*5%*	*3%*	*5%*
			a														
Little cost difference with second class stamps	**19**	9	8	2	19	12	19	8	8	5	12	4	-	5	5	19	1
	2%	*2%*	*5%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*-%*	*2%*	*1%*	*2%*	*1%*
			ac														
Higher importance / important	**12**	5	4	3	12	4	12	3	8	-	6	*	-	8	3	12	*
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	*1%*	*%*	*-%*	*3%*	*1%*	*1%*	*%*
									bdfg					a			
Convenience	**11**	10	-	1	11	6	11	3	1	*	3	*	-	5	4	11	-
	1%	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*-%*	*2%*	*1%*	*1%*	*-%*
														a			
Looks more professional / looks better to clients to send 1st class	**1**	-	1	-	1	-	1	-	-	-	-	-	-	-	-	1	-
	%	*-%*	*1%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*
			a														
Next day delivery	*	*	-	-	*	*	*	-	*	-	-	-	-	*	*	*	-
	%	*%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*-%*
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	*	-	4	7	7	7	7	4	2	4	4	-	3	4	7	2
	1%	*%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*3%*
				a													b

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**901**	472	154	268	868	599	886	406	316	182	633	249	7	247	333	901	107
Weighted total	**883**	470	161	241	836	545	861	403	277	184	594	249	5	235	327	883	77
No particular reason	**5**	3	*	2	5	5	5	1	4	*	4	2	-	*	1	5	*
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	**%*
Other	**16**	3	8	5	15	11	16	8	10	3	12	5	-	7	4	16	1
	2%	*1%*	*5%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*-%*	*3%*	*1%*	*2%*	*1%*
			a														

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

Ofcom; Business Postal Tracker
Table 41 (continuation)

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**901**	901	554	54	16	818	881	792	888	716	880	2	569	871	140	106	706	86
Weighted total	**883**	883	502	51	17	803	860	753	866	685	860	4	541	848	123	110	685	85
Speed of delivery	**722**	722	430	43	14	656	710	619	711	558	707	-	455	703	100	80	573	66
	82%	*82%*	*86%*	*85%*	*80%*	*82%*	*83%*	*82%*	*82%*	*81%*	*82%*	*-%*	*84%*	*83%*	*82%*	*72%*	*84%* a	*78%*
Reliability of service	**136**	136	56	8	8	121	134	125	134	108	132	-	91	132	23	20	98	15
	15%	*15%* b	*11%*	*17%*	*48%*	*15%*	*16%*	*17%*	*15%*	*16%*	*15%*	*-%*	*17%*	*16%*	*18%*	*18%*	*14%*	*18%*
Always have done / haven't thought to change	**50**	50	11	3	-	45	48	36	50	35	50	-	25	48	7	3	39	8
	6%	*6%* b	*2%*	*5%*	*-%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*-%*	*5%*	*6%*	*6%*	*3%*	*6%*	*9%*
Better service for our customers / clients	**33**	33	18	1	2	31	32	31	33	27	30	-	21	33	4	10	21	2
	4%	*4%*	*4%*	*1%*	*11%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*-%*	*4%*	*4%*	*3%*	*9%* b	*3%*	*3%*
Image - not wanting to be seen as using a cheap service	**30**	30	17	*	1	29	26	24	27	22	26	3	16	26	3	12	14	4
	3%	*3%*	*3%*	**%*	*7%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*69%*	*3%*	*3%*	*3%*	*11%* b	*2%*	*4%*
Little cost difference with second class stamps	**19**	19	5	2	*	14	19	15	19	12	19	-	12	19	5	4	14	1
	2%	*2%*	*1%*	*5%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*4%*	*4%*	*2%*	*1%*
Higher importance / important	**12**	12	12	-	-	12	12	6	12	7	12	-	6	12	2	2	10	-
	1%	*1%*	*2%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*2%*	*1%*	*-%*
Convenience	**11**	11	3	-	-	11	11	9	11	9	9	-	7	8	3	-	11	*
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*-%*	*2%*	**%*
Looks more professional / looks better to clients to send 1st class	**1**	1	-	-	-	1	1	1	1	-	1	-	-	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Next day delivery	*	*	-	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	7	5	3	-	4	7	7	7	4	7	-	2	7	2	2	4	-
	1%	*1%*	*1%*	*5%* c	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*2%*	*1%*	*-%*
No particular reason	**5**	5	1	-	-	5	4	4	4	3	4	1	3	4	-	-	5	*
	1%	*1%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*	**%*	**%*	**%*	*31%*	**%*	**%*	*-%*	*-%*	*1%*	*1%*
Other	**16**	16	13	-	-	16	16	16	16	14	16	-	10	16	2	-	13	3
	2%	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	*-%*	*2%*	*3%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 41 (continuation)

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**901**	62	48	786	547	354	833	68	720	52	175	726	30	115
Weighted total	**883**	66	44	768	542	341	800	83	678	59	165	718	23	113
Speed of delivery	**722**	50	38	632	451	272	654	68	556	51	129	593	22	84
	82%	*75%*	*88%*	*82%*	*83%*	*80%*	*82%*	*82%*	*82%*	*88%*	*78%*	*83%*	*96%* b	*74%*
Reliability of service	**136**	10	4	122	94	42	127	9	100	6	25	111	1	15
	15%	*15%*	*8%*	*16%*	*17%* b	*12%*	*16%*	*11%*	*15%*	*10%*	*15%*	*15%*	*5%*	*13%*
Always have done / haven't thought to change	**50**	-	-	50	24	26	41	9	50	*	4	47	-	5
	6%	*-%*	*-%*	*6%* a	*5%*	*8%*	*5%*	*11%* a	*7%*	**%*	*2%*	*6%* a	*-%*	*4%*
Better service for our customers / clients	**33**	6	5	22	16	18	32	1	24	3	15	18	3	7
	4%	*9%* c	*11%* c	*3%*	*3%*	*5%*	*4%*	*2%*	*3%*	*5%*	*9%* b	*2%*	*14%*	*6%*
Image - not wanting to be seen as using a cheap service	**30**	6	5	19	18	12	29	1	25	3	13	17	2	4
	3%	*9%* c	*12%* c	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*4%*	*8%* b	*2%*	*7%*	*4%*
Little cost difference with second class stamps	**19**	2	1	15	7	12	19	-	16	-	3	16	*	4
	2%	*4%*	*3%*	*2%*	*1%*	*3%* a	*2%*	*-%*	*2%*	*-%*	*2%*	*2%*	*2%*	*3%*
Higher importance / important	**12**	-	-	12	7	5	10	3	9	2	3	9	-	2
	1%	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*4%*	*2%*	*1%*	*-%*	*2%*
Convenience	**11**	1	-	9	7	4	9	2	9	1	4	7	-	-
	1%	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*-%*	*-%*
Looks more professional / looks better to clients to send 1st class	**1**	-	-	1	1	-	1	-	1	-	-	1	-	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Next day delivery	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	4	-	2	4	2	7	-	2	-	-	7	-	2
	1%	*6%* c	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*2%*
No particular reason	**5**	-	-	5	4	2	4	1	5	-	-	5	-	1
	1%	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
Other	**16**	3	*	11	12	4	15	2	9	*	8	9	-	7
	2%	*5%*	**%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	**%*	*5%* b	*1%*	*-%*	*6%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

QV6e. Why does your organisation choose to send items by first class delivery?
Base: All those using 1st class services

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**901**	127	2	88	133	91	45	74	168	114	77	111
Weighted total	**883**	116	3	75	124	100	42	69	174	92	93	115
Speed of delivery	**722**	89	3	49	102	86	32	58	143	79	78	96
	82%	*77%*	*100%*	*66%*	*83%* a	*86%* a	*75%*	*83%*	*82%*	*86%*	*84%*	*83%*
Reliability of service	**136**	14	-	15	8	15	10	9	29	13	16	21
	15%	*12%*	*-%*	*20%* b	*7%*	*15%*	*22%*	*12%*	*17%*	*15%*	*17%*	*18%*
Always have done / haven't thought to change	**50**	5	-	8	9	8	4	1	7	1	5	8
	6%	*4%*	*-%*	*10%*	*8%*	*8%*	*9%*	*2%*	*4%*	*1%*	*5%*	*7%* a
Better service for our customers / clients	**33**	8	-	6	4	2	-	5	6	5	*	4
	4%	*7%*	*-%*	*8%* c	*4%*	*2%*	*-%*	*7%*	*3%*	*6%*	**%*	*4%*
Image - not wanting to be seen as using a cheap service	**30**	3	-	2	7	-	4	3	7	1	4	3
	3%	*3%*	*-%*	*2%*	*6%* c	*-%*	*9%*	*5%*	*4%*	*1%*	*4%*	*2%*
Little cost difference with second class stamps	**19**	4	-	7	2	-	-	1	4	1	3	2
	2%	*3%*	*-%*	*9%* **bc**	*1%*	*-%*	*-%*	*1%*	*3%*	*1%*	*3%*	*1%*
Higher importance / important	**12**	2	-	-	-	2	-	2	6	-	-	2
	1%	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*3%*	*-%*	*-%*	*2%*
Convenience	**11**	-	-	*	1	2	-	-	2	-	4	2
	1%	*-%*	*-%*	**%*	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*4%* a	*2%*
Looks more professional / looks better to clients to send 1st class	**1**	-	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*
Next day delivery	*	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Cost - cheaper than the competition / courier	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**7**	2	-	-	3	2	-	-	-	-	2	-
	1%	*2%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*
No particular reason	**5**	1	-	-	2	-	1	-	2	-	-	-
	1%	*1%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*1%*	*-%*	*-%*	*-%*
Other	**16**	4	-	5	*	1	-	1	2	5	2	-
	2%	*4%*	*-%*	*7%* **bc**	**%*	*1%*	*-%*	*2%*	*1%*	*6%* c	*2%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**774**	43	64	35	48	58	67	51	44	50	105	105	104	460
Weighted total	**739**	48	77	74	47	52	116	115	50	50	38	37	36	629
No urgency	**428**	29	47	53	23	28	65	60	31	26	21	25	20	362
	58%	*59%*	*61%*	*72%*	*50%*	*54%*	*56%*	*52%*	*62%*	*52%*	*55%*	*69%*	*56%*	*58%*
				d								**dgijlm**		
Cost	**359**	27	44	18	31	20	57	58	27	28	17	15	17	310
	49%	*55%*	*58%*	*24%*	*66%*	*39%*	*49%*	*50%*	*54%*	*55%*	*46%*	*40%*	*48%*	*49%*
		c	**cek**		**cejklm**		c	c	c	c	c		c	c
Value for money for our clients	**20**	2	1	-	-	1	3	5	3	2	1	1	*	18
	3%	*3%*	*2%*	*-%*	*-%*	*2%*	*2%*	*5%*	*7%*	*5%*	*3%*	*3%*	**%*	*3%*
									l	l				
Very little difference between 1st and 2nd class delivery times	**19**	*	1	5	-	*	3	3	2	1	2	-	1	15
	3%	**%*	*2%*	*7%*	*-%*	**%*	*2%*	*2%*	*3%*	*2%*	*6%*	*-%*	*4%*	*2%*
				k							**km**		k	
Always have done / haven't thought to change	**12**	1	3	2	-	1	-	-	-	1	2	-	*	9
	2%	*3%*	*4%*	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*6%*	*-%*	**%*	*1%*
			k								**fklm**			
Only if there are no first class stamps available	**11**	*	2	2	-	1	3	2	-	-	*	-	*	10
	2%	**%*	*2%*	*3%*	*-%*	*2%*	*2%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*
Reliability of service	**9**	-	2	-	-	*	3	3	*	-	1	*	*	7
	1%	*-%*	*2%*	*-%*	*-%*	**%*	*2%*	*2%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**23**	2	2	*	1	2	3	5	-	4	1	2	1	18
	3%	*3%*	*2%*	**%*	*3%*	*5%*	*2%*	*4%*	*-%*	*8%*	*4%*	*5%*	*3%*	*3%*

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	774	87	81	8	55	169	37	310	565	124	44	41	209	313	461
Weighted total	739	88	63	8	52	176	36	285	705	20	7	7	34	346	393
No urgency	428	51	34	6	25	94	25	176	408	13	4	4	20	201	227
	58%	*58%*	*54%*	*73%*	*48%*	*54%*	*69%*	*62%*	*58%*	*65%*	*52%*	*56%*	*60%*	*58%*	*58%*
Cost	359	48	31	7	33	86	13	125	343	8	4	3	16	161	199
	49%	*54%*	*50%*	*85%*	*63%*	*49%*	*35%*	*44%*	*49%*	*42%*	*60%*	*45%*	*47%*	*46%*	*51%*
					fg						b				
Value for money for our clients	20	7	-	-	*	7	1	3	20	*	-	-	*	4	16
	3%	*8%*	*-%*	*-%*	*1%*	*4%*	*4%*	*1%*	*3%*	*1%*	*-%*	*-%*	*1%*	*1%*	*4%*
		bg				g									a
Very little difference between 1st and 2nd class delivery times	19	4	1	-	1	1	5	8	18	*	*	*	1	10	9
	3%	*4%*	*1%*	*-%*	*2%*	*%*	*13%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*
		e					bdeg								
Always have done / haven't thought to change	12	2	1	-	*	2	-	6	11	*	-	-	*	8	3
	2%	*2%*	*2%*	*-%*	*1%*	*1%*	*-%*	*2%*	*2%*	*1%*	*-%*	*-%*	*1%*	*2%*	*1%*
Only if there are no first class stamps available	11	*	-	-	-	5	*	5	11	*	-	*	*	7	5
	2%	*%*	*-%*	*-%*	*-%*	*3%*	*1%*	*2%*	*2%*	*1%*	*-%*	*3%*	*1%*	*2%*	*1%*
Reliability of service	9	-	2	-	-	6	-	1	8	1	-	*	1	5	4
	1%	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*%*	*1%*	*3%*	*-%*	*2%*	*2%*	*1%*	*1%*
			g			g									
Other (PLEASE SPECIFY)	23	*	2	*	2	6	1	10	22	1	*	*	1	11	12
	3%	*%*	*4%*	*5%*	*5%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**774**	293	51	51	21	560	214	170	390	214	341	150	111	77	52	37	2
Weighted total	**739**	353	38	31	4	596	143	194	401	143	402	139	100	50	28	12	3
No urgency	**428**	209	25	16	2	342	86	105	237	86	227	88	56	27	19	9	-
	58%	*59%*	*66%*	*50%*	*62%*	*57%*	*60%*	*54%*	*59%*	*60%*	*56%*	*64%*	*56%*	*54%*	*66%*	*72%*	*-%*
Cost	**359**	178	18	20	2	294	65	94	200	65	204	65	53	21	10	4	*
	49%	*51%*	*47%*	*62%*	*47%*	*49%*	*45%*	*49%*	*50%*	*45%*	*51%* ef	*47%*	*53%* ef	*42%*	*36%*	*32%*	*16%*
Value for money for our clients	**20**	14	*	-	-	18	2	9	9	2	15	4	-	*	*	*	-
	3%	*4%*	*1%*	*-%*	*-%*	*3%*	*2%*	*5%*	*2%*	*2%*	*4%* c	*3%*	*-%*	*1%*	*%*	*1%*	*-%*
Very little difference between 1st and 2nd class delivery times	**19**	12	2	*	-	16	3	6	10	3	8	4	*	5	2	-	-
	3%	*3%*	*4%*	*1%*	*-%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*%*	*9%* ac	*7%* c	*-%*	*-%*
Always have done / haven't thought to change	**12**	1	*	3	-	11	*	4	7	*	3	3	2	3	-	-	-
	2%	*%*	*1%*	*9%* a	*-%*	*2%*	*%*	*2%*	*2%*	*%*	*1%*	*2%*	*2%*	*6%* a	*-%*	*-%*	*-%*
Only if there are no first class stamps available	**11**	6	2	-	-	11	-	6	5	-	7	4	-	*	-	-	-
	2%	*2%*	*6%* a	*-%*	*-%*	*2%* b	*-%*	*3%* c	*1%*	*-%*	*2%*	*3%*	*-%*	*%*	*-%*	*-%*	*-%*
Reliability of service	**9**	4	-	-	-	9	*	2	7	*	5	1	3	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*%*	*1%*	*2%*	*%*	*1%*	*%*	*3%*	*1%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**23**	5	-	-	-	15	8	3	12	8	6	7	2	3	1	*	2
	3%	*1%*	*-%*	*-%*	*-%*	*2%*	*6%* a	*2%*	*3%*	*6%* a	*2%*	*5%* a	*2%*	*6%* a	*2%*	*4%*	*84%*

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**774**	318	41	30	15	18	727	47	694	80	594	180	-
Weighted total	**739**	303	37	25	11	14	689	50	653	86	565	174	-
No urgency	**428**	174	25	15	8	6	392	37	373	55	330	99	-
	58%	*58%*	*68%*	*61%*	*75%*	*43%*	*57%*	*74%* a	*57%*	*64%*	*58%*	*57%*	*-%*
Cost	**359**	142	17	13	8	6	335	24	311	48	266	93	-
	49%	*47%*	*46%*	*51%*	*77%*	*44%*	*49%*	*49%*	*48%*	*56%*	*47%*	*53%*	*-%*
Value for money for our clients	**20**	5	-	-	2	-	19	2	18	3	13	7	-
	3%	*2%*	*-%*	*-%*	*16%*	*-%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*-%*
Very little difference between 1st and 2nd class delivery times	**19**	10	*	-	-	-	19	-	19	-	16	3	-
	3%	*3%*	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*3%*	*2%*	*-%*
Always have done / haven't thought to change	**12**	1	-	-	-	-	12	-	12	-	12	-	-
	2%	**%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*
Only if there are no first class stamps available	**11**	9	-	-	-	-	11	-	11	-	9	2	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*
Reliability of service	**9**	6	-	-	-	*	6	3	6	3	6	3	-
	1%	*2%*	*-%*	*-%*	*-%*	*1%*	*1%*	*5%* a	*1%*	*3%*	*1%*	*2%*	*-%*
Other (PLEASE SPECIFY)	**23**	8	-	-	*	2	22	1	22	1	17	6	-
	3%	*3%*	*-%*	*-%*	*4%*	*12%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*	*-%*

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**774**	397	139	234	752	501	765	344	289	163	565	207	4	210	252	774	93
Weighted total	**739**	383	139	210	710	431	724	313	238	160	516	188	4	196	235	739	67
No urgency	**428**	223	78	124	415	260	425	186	138	86	310	103	3	120	158	428	45
	58%	*58%*	*56%*	*59%*	*59%*	*60%*	*59%*	*59%*	*58%*	*54%*	*60%*	*55%*	*94%*	*61%*	*67%*	*58%*	*66%*
															b		
Cost	**359**	202	61	91	346	213	349	151	109	86	261	100	*	85	107	359	27
	49%	*53%*	*44%*	*43%*	*49%*	*49%*	*48%*	*48%*	*46%*	*54%*	*51%*	*53%*	*6%*	*43%*	*46%*	*49%*	*40%*
		c										c					
Value for money for our clients	**20**	12	2	6	19	7	19	6	3	2	10	4	-	2	3	20	-
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*-%*	*1%*	*1%*	*3%*	*-%*
Very little difference between 1st and 2nd class delivery times	**19**	4	6	9	19	9	19	4	8	4	11	2	-	8	3	19	3
	3%	*1%*	*4%*	*4%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	*-%*	*4%*	*1%*	*3%*	*5%*
			a	a										a			a
Always have done / haven't thought to change	**12**	6	3	3	12	3	12	-	2	1	10	-	-	1	*	12	*
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	**%*	*2%*	*-%*	*-%*	*1%*	**%*	*2%*	**%*
					d		d				d						
Only if there are no first class stamps available	**11**	5	5	2	11	8	11	6	3	2	6	2	-	7	2	11	-
	2%	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*4%*	*1%*	*2%*	*-%*
Reliability of service	**9**	5	*	1	6	2	6	4	3	3	4	4	-	3	1	9	*
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	**%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**23**	5	7	10	22	13	23	6	13	5	12	7	-	3	4	23	6
	3%	*1%*	*5%*	*5%*	*3%*	*3%*	*3%*	*2%*	*6%*	*3%*	*2%*	*3%*	*-%*	*2%*	*2%*	*3%*	*9%*
			a	a					**dg**								**ab**

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**774**	554	774	59	10	695	758	670	764	603	758	2	467	751	126	90	601	79
Weighted total	**739**	502	739	52	9	670	722	618	727	564	724	4	431	715	107	98	556	80
No urgency	**428**	340	428	32	4	389	423	363	424	335	425	1	268	415	70	61	313	53
	58%	*68%* b	*58%*	*63%*	*51%*	*58%*	*59%*	*59%*	*58%*	*59%*	*59%*	*34%*	*62%*	*58%*	*66%*	*62%*	*56%*	*67%*
Cost	**359**	195	359	25	7	321	350	298	352	280	352	2	208	348	51	42	280	31
	49%	*39%*	*49%* a	*49%*	*86%*	*48%*	*48%*	*48%*	*48%*	*50%*	*49%*	*66%*	*48%*	*49%*	*48%*	*44%*	*50%*	*39%*
Value for money for our clients	**20**	8	20	-	-	20	20	17	20	16	20	-	10	20	1	5	13	2
	3%	*2%*	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*2%*	*3%*	*1%*	*5%*	*2%*	*3%*
Very little difference between 1st and 2nd class delivery times	**19**	9	19	-	-	19	19	11	19	11	18	-	11	19	3	*	15	4
	3%	*2%*	*3%*	*-%*	*-%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*-%*	*3%*	*3%*	*3%*	*%*	*3%*	*4%*
Always have done / haven't thought to change	**12**	4	12	-	-	12	12	9	12	5	12	-	4	12	1	*	10	1
	2%	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*%*	*2%*	*2%*
Only if there are no first class stamps available	**11**	11	11	-	-	11	11	11	11	11	11	-	8	11	-	2	7	2
	2%	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*-%*	*2%*	*1%*	*3%*
Reliability of service	**9**	2	9	*	-	9	9	9	9	7	9	-	7	9	3	3	6	-
	1%	*%*	*1%*	*%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*3%*	*3%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**23**	19	23	2	-	20	19	19	22	14	19	-	7	21	3	5	14	4
	3%	*4%*	*3%*	*5%*	*-%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*-%*	*2%*	*3%*	*2%*	*5%*	*2%*	*5%*

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	**774**	61	45	665	483	291	720	54	608	43	152	622	25	108
Weighted total	**739**	56	36	644	459	280	670	69	559	51	135	604	21	94
No urgency	**428**	31	24	370	284	145	394	34	313	30	80	349	11	50
	58%	*56%*	*68%*	*57%*	*62%*	*52%*	*59%*	*49%*	*56%*	*59%*	*59%*	*58%*	*51%*	*53%*
					b									
Cost	**359**	30	16	311	230	129	321	38	281	23	59	300	9	58
	49%	*54%*	*45%*	*48%*	*50%*	*46%*	*48%*	*55%*	*50%*	*44%*	*44%*	*50%*	*41%*	*61%*
Value for money for our clients	**20**	*	-	18	13	7	14	6	12	-	2	18	2	2
	3%	*1%*	*-%*	*3%*	*3%*	*2%*	*2%*	*8%*	*2%*	*-%*	*2%*	*3%*	*10%*	*2%*
								a						
Very little difference between 1st and 2nd class delivery times	**19**	*	-	19	14	5	16	4	10	6	8	11	-	-
	3%	*%*	*-%*	*3%*	*3%*	*2%*	*2%*	*5%*	*2%*	*12%*	*6%*	*2%*	*-%*	*-%*
										a	b			
Always have done / haven't thought to change	**12**	-	-	12	7	5	10	2	12	-	4	8	-	-
	2%	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*-%*	*3%*	*1%*	*-%*	*-%*
Only if there are no first class stamps available	**11**	2	-	9	7	5	11	-	6	-	5	7	-	2
	2%	*4%*	*-%*	*1%*	*1%*	*2%*	*2%*	*-%*	*1%*	*-%*	*4%*	*1%*	*-%*	*3%*
											b			
Reliability of service	**9**	-	1	8	3	6	9	-	6	-	-	9	-	3
	1%	*-%*	*2%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*3%*
Other (PLEASE SPECIFY)	**23**	4	*	18	10	13	20	3	20	-	5	18	-	3
	3%	*7%*	*1%*	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	*-%*	*3%*	*3%*	*-%*	*3%*

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

QV6f. Why does your organisation choose to send items by second class delivery?
Base: All those using 2nd class services

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	774	119	2	71	115	79	41	69	155	89	65	90
Weighted total	739	100	3	55	100	86	42	68	148	76	74	89
No urgency	428	49	3	31	57	52	33	39	88	43	34	50
	58%	*49%*	*100%*	*57%*	*57%*	*60%*	*78%* bc	*57%*	*59%*	*57%*	*46%*	*56%*
Cost	359	62	*	25	48	36	17	37	82	38	40	36
	49%	*62%*	*7%*	*45%*	*48%*	*42%*	*39%*	*54%*	*56%*	*50%*	*54%*	*41%*
Value for money for our clients	20	4	-	3	*	-	4	2	7	*	3	-
	3%	*4%*	*-%*	*6%* bc	**%*	*-%*	*10%*	*2%*	*5%*	*1%*	*4%*	*-%*
Very little difference between 1st and 2nd class delivery times	19	-	-	-	2	2	-	5	5	1	2	*
	3%	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*8%*	*3%*	*2%*	*3%*	**%*
Always have done / haven't thought to change	12	-	-	-	1	2	-	-	*	5	1	2
	2%	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	**%*	*7%*	*1%*	*2%*
Only if there are no first class stamps available	11	-	-	2	5	-	-	-	*	3	-	-
	2%	*-%*	*-%*	*4%*	*5%* c	*-%*	*-%*	*-%*	**%*	*4%* c	*-%*	*-%*
Reliability of service	9	3	-	2	*	-	-	*	3	-	*	3
	1%	*3%*	*-%*	*4%*	**%*	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*	*3%*
Other (PLEASE SPECIFY)	23	3	-	-	2	4	2	2	4	3	3	3
	3%	*3%*	*-%*	*-%*	*2%*	*5%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	6	7	3	6	4	13	5	5	3	2	2	4	52
	5%	*9%*	*5%*	*2%*	*9%*	*5%*	*7%*	*3%*	*6%*	*3%*	*4%*	*4%*	*8%*	*5%*
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	1	*	-	-	2	5	-	3	1	-	1	1	14
	1%	*2%*	**%*	*-%*	*-%*	*3%*	*3%*	*-%*	*4%*	*1%*	*-%*	*2%*	*2%*	*1%*
						j	j		j					
Both?	**1**	-	-	-	-	-	-	-	-	1	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*
										m				
Switched from Royal Mail to other mail service providers	**21**	-	2	2	1	-	*	7	3	1	2	1	1	17
	2%	*-%*	*1%*	*2%*	*2%*	*-%*	**%*	*4%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*
Or has not changed mail in the last 12 months?	**1086**	64	114	127	61	79	170	167	78	77	52	55	42	937
	91%	*89%*	*93%*	*96%*	*87%*	*92%*	*90%*	*92%*	*85%*	*92%*	*92%*	*93%*	*87%*	*91%*
				hl										
Don't Know (DO NOT READ OUT)	**7**	*	*	-	1	-	*	2	2	-	*	-	1	6
	1%	**%*	**%*	*-%*	*2%*	*-%*	**%*	*1%*	*2%*	*-%*	**%*	*-%*	*2%*	*1%*

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	1	7	-	3	21	1	26	57	2	1	1	3	30	30
	5%	*1%*	*7%*	*-%*	*3%*	*7%*	*1%*	*6%*	*5%*	*6%*	*8%*	*6%*	*6%*	*5%*	*5%*
			a			a		a							
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	2	*	-	3	4	1	5	15	*	-	-	*	9	7
	1%	*1%*	**%*	*-%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
Both?	**1**	-	-	-	1	*	-	-	1	*	-	-	*	*	1
	****%***	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*
					g										
Switched from Royal Mail to other mail service providers	**21**	2	3	*	*	1	-	15	21	*	*	*	1	8	14
	2%	*1%*	*3%*	*3%*	**%*	**%*	*-%*	*3%*	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*
			e					e							
Or has not changed mail in the last 12 months?	**1086**	115	92	16	80	281	56	407	1044	27	8	7	42	523	563
	91%	*96%*	*90%*	*97%*	*91%*	*92%*	*95%*	*89%*	*91%*	*90%*	*89%*	*86%*	*89%*	*92%*	*91%*
		bg													
Don't Know (DO NOT READ OUT)	**7**	-	*	-	*	-	1	5	6	*	-	*	1	2	5
	1%	*-%*	**%*	*-%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*	*5%*	*2%*	**%*	*1%*
							e					a			

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	33	3	3	1	42	18	15	27	18	37	6	7	4	3	1	2
	5%	*6%*	*6%*	*5%*	*11%*	*4%*	*8%* a	*4%*	*4%*	*8%* b	*5%*	*3%*	*5%*	*6%*	*9%* b	*6%*	*84%*
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	11	*	-	-	14	2	3	11	2	9	4	2	-	-	-	*
	1%	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*16%*
Both?	**1**	-	-	-	-	1	*	-	1	*	-	1	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%* a	*-%*	*-%*
Switched from Royal Mail to other mail service providers	**21**	8	*	*	*	14	8	2	12	8	13	4	2	-	*	*	-
	2%	*1%*	*1%*	**%*	*2%*	*1%*	*3%* a	*1%*	*2%*	*3%* a	*2%*	*2%*	*1%*	*-%*	**%*	*3%*	*-%*
Or has not changed mail in the last 12 months?	**1086**	524	53	56	4	882	204	318	564	204	648	196	129	55	31	15	-
	91%	*91%*	*93%*	*95%*	*84%*	*92%* b	*87%*	*94%* c	*91%* c	*87%*	*91%*	*93%*	*91%*	*94%*	*90%*	*91%*	*-%*
Don't Know (DO NOT READ OUT)	**7**	2	-	-	*	4	3	*	4	3	2	1	2	-	-	-	-
	1%	**%*	*-%*	*-%*	*4%*	**%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	60	31	3	5	4	*	53	7	51	9	40	20	-
	5%	6%	5%	13%	15%	1%	5%	7%	5%	6%	4%	7%	-%
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	16	5	-	-	-	2	15	*	15	*	11	4	-
	1%	1%	-%	-%	-%	8%	1%	*%	1%	*%	1%	1%	-%
Both?	1	1	-	*	-	-	1	-	1	-	1	-	-
	*%	*%	-%	1%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Switched from Royal Mail to other mail service providers	21	8	6	-	-	2	14	8	13	9	11	11	-
	2%	2%	10% ac	-%	-%	8%	1%	8% a	1%	6% a	1%	4% a	-%
Or has not changed mail in the last 12 months?	1086	441	52	32	18	20	1004	82	963	123	840	247	-
	91%	90%	85%	86%	76%	84%	92% b	82%	92% b	85%	93% b	86%	-%
Don't Know (DO NOT READ OUT)	7	4	-	-	2	-	4	3	3	4	3	4	-
	1%	1%	-%	-%	10%	-%	*%	3% a	*%	3% a	*%	2% a	-%

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	32	16	13	56	36	58	40	21	25	52	28	1	15	23	59	6
	5%	*5%*	*7%*	*4%*	*5%*	*5%*	*5%*	*8%*	*6%*	*9%*	*7%*	*8%*	*11%*	*5%*	*5%*	*5%*	*6%*
										abc							
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	3	6	7	16	12	16	4	6	2	11	2	-	5	3	16	2
	1%	**%*	*3%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*2%*
			a	a													
Both?	**1**	1	-	-	1	1	1	*	-	*	1	1	-	-	1	1	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*
Switched from Royal Mail to other mail service providers	**21**	10	4	7	17	13	19	14	12	10	13	9	-	7	9	20	1
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*-%*	*2%*	*2%*	*2%*	*1%*
									ac	**acg**							
Or has not changed mail in the last 12 months?	**1086**	589	189	295	983	600	1014	456	320	224	708	297	5	258	377	1026	90
	91%	*92%*	*87%*	*91%*	*91%*	*90%*	*91%*	*88%*	*89%*	*85%*	*90%*	*87%*	*89%*	*90%*	*91%*	*91%*	*91%*
		b			**df**	f	**df**				f						
Don't Know (DO NOT READ OUT)	**7**	3	2	2	3	3	3	5	2	2	1	5	-	1	1	3	-
	1%	*1%*	*1%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*2%*	*-%*	**%*	**%*	**%*	*-%*
								g		g							

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	49	50	60	-	-	60	52	60	48	57	-	37	60	14	7	46	7
	5%	*6%*	*7%*	*98%* c	*-%*	*-%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*5%*	*5%*	*9%*	*5%*	*5%*	*6%*
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	16	7	-	16	-	16	15	16	12	16	-	10	16	2	2	8	4
	1%	*2%*	*1%*	*-%*	*91%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* b
Both?	**1**	1	1	1	1	-	1	1	1	*	1	-	*	1	-	-	1	-
	%	*%*	*%*	*2%* c	*9%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*
Switched from Royal Mail to other mail service providers	**21**	13	10	-	-	-	20	20	20	16	21	-	9	18	2	8	6	7
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*2%*	*1%*	*5%* b	*1%*	*6%* b
Or has not changed mail in the last 12 months?	**1086**	801	669	-	-	1086	1054	884	1062	843	1060	6	639	1039	145	143	841	99
	91%	*91%*	*90%*	*-%*	*-%*	*99%* a	*91%*	*90%*	*91%*	*91%*	*91%*	*100%*	*91%*	*91%*	*89%*	*89%*	*93%* c	*84%*
Don't Know (DO NOT READ OUT)	**7**	2	2	-	-	7	7	7	7	7	7	-	6	7	*	2	5	*
	1%	*%*	*%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*1%*	*1%*	*%*

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	8	5	46	44	16	54	6	44	2	11	49	5	6
	5%	*8%*	*8%*	*5%*	*6%*	*3%*	*5%*	*6%*	*5%*	*3%*	*5%*	*5%*	*14%*	*4%*
					b								b	
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	-	2	14	11	5	13	3	13	-	5	11	-	3
	1%	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*-%*	*2%*	*1%*	*-%*	*2%*
Both?	**1**	-	1	*	1	-	1	-	-	-	1	-	-	-
	****%***	*-%*	*2%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
			c								b			
Switched from Royal Mail to other mail service providers	**21**	3	6	13	16	6	21	-	10	1	7	14	3	5
	2%	*3%*	*9%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*3%*	*1%*	*9%*	*3%*
			c											
Or has not changed mail in the last 12 months?	**1086**	88	48	945	649	437	984	102	866	65	193	893	27	145
	91%	*87%*	*75%*	*93%*	*90%*	*94%*	*91%*	*92%*	*92%*	*95%*	*89%*	*92%*	*77%*	*90%*
				ab		a								a
Don't Know (DO NOT READ OUT)	**7**	2	2	3	4	3	7	-	7	-	*	7	-	2
	1%	*2%*	*3%*	**%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*
		c	c											

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

QV7a. In the last 12 months, has your organisation:
Base: All Respondents using Royal Mail services

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1185**	175	4	109	168	122	57	95	243	142	110	139
Weighted total	**1192**	168	6	100	162	140	55	97	246	118	131	143
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	**60**	11	-	8	9	3	2	1	14	7	8	9
	5%	*6%*	*-%*	*8%* c	*5%*	*2%*	*3%*	*1%*	*6%*	*6%*	*6%*	*6%*
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	**16**	2	-	-	2	3	3	2	1	*	-	4
	1%	*1%*	*-%*	*-%*	*1%*	*2%*	*5%* c	*2%*	**%*	**%*	*-%*	*3%*
Both?	**1**	-	-	-	1	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Switched from Royal Mail to other mail service providers	**21**	6	-	*	-	3	*	*	4	3	9	1
	2%	*4%*	*-%*	**%*	*-%*	*2%* b	*1%*	**%*	*2%*	*2%*	*7%* c	**%*
Or has not changed mail in the last 12 months?	**1086**	147	6	91	147	132	50	93	226	108	113	127
	91%	*88%*	*100%*	*91%*	*91%*	*94%*	*91%*	*96%*	*92%*	*91%*	*86%*	*89%*
Don't Know (DO NOT READ OUT)	**7**	2	-	*	3	-	-	*	1	-	*	2
	1%	*1%*	*-%*	**%*	*2%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*2%*

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

Ofcom; Business Postal Tracker
Table 44

QV7b. And why is this?
Base: All respondents who have changed Royal Mail services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	78	6	7	2	6	7	9	2	8	4	6	9	12	51
Weighted total	76	8	7	3	6	7	18	5	9	4	2	3	5	66
Price increases	49	6	5	3	5	5	5	5	3	2	2	2	4	41
	64%	*81%*	*76%*	*100%*	*81%*	*78%*	*31%*	*100%*	*40%*	*63%*	*78%*	*57%*	*88%*	*62%*
Better quality of service	10	-	-	-	-	1	5	-	2	1	*	*	*	9
	13%	*-%*	*-%*	*-%*	*-%*	*19%*	*29%*	*-%*	*19%*	*32%*	*19%*	*14%*	*2%*	*14%*
Due to internal cost cutting	9	-	-	-	2	-	-	3	2	1	*	*	-	8
	11%	*-%*	*-%*	*-%*	*39%*	*-%*	*-%*	*50%*	*19%*	*31%*	*4%*	*14%*	*-%*	*12%*
Cost implications	6	-	1	-	-	*	2	-	2	-	-	-	*	6
	8%	*-%*	*22%*	*-%*	*-%*	*4%*	*13%*	*-%*	*19%*	*-%*	*-%*	*-%*	*9%*	*9%*
First class is not much quicker than second	5	*	-	-	-	-	2	-	-	1	*	*	-	4
	6%	*2%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*-%*	*31%*	*18%*	*14%*	*-%*	*6%*
Became more aware of alternatives	3	-	-	-	-	-	2	-	-	-	-	-	*	2
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*
Changes in the type of mail sent	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*-%*	*3%*
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	3	1	*	-	*	-	-	-	*	*	*	*	-	2
	4%	*19%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*2%*	*6%*	*19%*	*14%*	*-%*	*3%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	a	b
Unweighted total	**78**	4	10	-	7	22	3	29	58	13	4	3	20	36	42
Weighted total	**76**	3	8	-	6	25	2	32	72	2	1	1	3	38	37
Price increases	**49**	1	5	-	3	16	2	21	47	2	*	*	2	24	25
	64%	*38%*	*60%*	*-%*	*45%*	*65%*	*100%*	*67%*	*64%*	*76%*	*48%*	*36%*	*63%*	*63%*	*66%*
Better quality of service	**10**	-	*	-	3	2	-	5	10	*	-	-	*	8	2
	13%	*-%*	*6%*	*-%*	*47%*	*9%*	*-%*	*15%*	*14%*	*5%*	*-%*	*-%*	*3%*	*21%* b	*6%*
Due to internal cost cutting	**9**	-	1	-	*	3	-	4	8	-	*	*	*	3	6
	11%	*-%*	*16%*	*-%*	*8%*	*11%*	*-%*	*13%*	*11%*	*-%*	*28%*	*21%*	*9%*	*7%*	*16%*
Cost implications	**6**	-	-	-	-	4	-	2	6	*	-	-	*	2	4
	8%	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*6%*	*8%*	*11%*	*-%*	*-%*	*7%*	*6%*	*11%*
First class is not much quicker than second	**5**	-	*	-	-	-	-	4	4	*	-	-	*	*	4
	6%	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*13%*	*6%*	*9%*	*-%*	*-%*	*6%*	**%*	*12%* a
Became more aware of alternatives	**3**	-	2	-	-	-	-	*	3	-	-	-	-	2	*
	4%	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*6%*	*1%*
Changes in the type of mail sent	**2**	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	2%	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	-	*	-	-	2	-	1	2	*	*	*	1	1	2
	4%	*-%*	*3%*	*-%*	*-%*	*7%*	*-%*	*3%*	*3%*	*8%*	*48%*	*43%*	*22%*	*3%*	*5%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker
Table 44 (continuation)

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	*b	*a	b	*c	a	*b	*c	*d	*e	*f	*g
Unweighted total	78	35	6	4	3	49	29	15	34	29	36	12	10	8	6	4	2
Weighted total	76	44	4	3	1	55	20	18	38	20	45	10	10	4	3	1	3
Price increases	49	29	4	2	*	37	11	12	25	11	29	7	6	3	3	1	*
	64%	66%	100%	51%	31%	68%	55%	70%	66%	55%	64%	69%	56%	86%	90%	81%	16%
Better quality of service	10	9	-	-	-	10	1	1	8	1	4	3	2	-	*	*	-
	13%	20%	-%	-%	-%	17%	3%	7%	22%	3%	10%	30%	24%	-%	3%	46%	-%
Due to internal cost cutting	9	4	1	-	-	4	4	1	3	4	4	-	3	*	1	*	-
	11%	10%	33%	-%	-%	8%	21%	7%	8%	21%	10%	-%	27%	3%	41%	19%	-%
Cost implications	6	-	2	1	-	*	6	-	*	6	2	*	1	*	-	-	2
	8%	-%	55%	49%	-%	1%	28%	-%	1%	28%	4%	4%	15%	6%	-%	-%	84%
First class is not much quicker than second	5	4	-	-	-	4	*	4	1	*	4	-	*	-	-	-	-
	6%	10%	-%	-%	-%	8%	1%	20%	2%	1%	10%	-%	2%	-%	-%	-%	-%
Became more aware of alternatives	3	*	-	-	-	3	-	-	3	-	2	-	*	-	-	-	-
	4%	1%	-%	-%	-%	5%	-%	-%	8%	-%	5%	-%	5%	-%	-%	-%	-%
Changes in the type of mail sent	2	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	2%	-%	-%	-%	-%	3%	-%	9%	-%	-%	4%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	2	-	-	1	1	3	-	1	3	2	*	-	1	*	*	-
	4%	4%	-%	-%	100%	1%	12%	-%	2%	12%	4%	2%	-%	17%	7%	17%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**78**	32	4	7	4	4	70	8	66	12	53	25	-
Weighted total	**76**	36	3	5	4	2	69	7	66	9	51	24	-
Price increases	**49**	26	1	4	2	*	47	2	45	4	36	13	-
	64%	*71%*	*20%*	*71%*	*59%*	*21%*	*69%*	*24%*	*68%*	*39%*	*70%*	*53%*	*-%*
Better quality of service	**10**	5	-	-	*	*	10	*	10	1	8	2	-
	13%	*13%*	*-%*	*-%*	*13%*	*5%*	*14%*	*6%*	*15%*	*6%*	*16%*	*9%*	*-%*
Due to internal cost cutting	**9**	5	-	1	1	*	5	4	5	4	5	4	-
	11%	*13%*	*-%*	*29%*	*35%*	*5%*	*7%*	*55%*	*7%*	*43%*	*9%*	*16%*	*-%*
Cost implications	**6**	4	-	-	2	-	6	-	6	-	2	4	-
	8%	*11%*	*-%*	*-%*	*46%*	*-%*	*9%*	*-%*	*9%*	*-%*	*4%*	*16%*	*-%*
First class is not much quicker than second	**5**	1	-	-	-	-	4	*	4	*	4	1	-
	6%	*2%*	*-%*	*-%*	*-%*	*-%*	*6%*	*6%*	*6%*	*5%*	*8%*	*3%*	*-%*
Became more aware of alternatives	**3**	*	2	-	-	-	*	2	*	2	*	2	-
	4%	*1%*	*74%*	*-%*	*-%*	*-%*	*1%*	*33%*	*1%*	*26%*	*1%*	*10%*	*-%*
Changes in the type of mail sent	**2**	-	-	-	-	-	2	-	2	-	2	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	1	1	-	*	1	3	-	3	-	1	2	-
	4%	*2%*	*26%*	*-%*	*6%*	*70%*	*5%*	*-%*	*5%*	*-%*	*2%*	*8%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker
Table 44 (continuation)
QV7b. And why is this?
Base: All respondents who have changed Royal Mail services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	*c	a	b	c	d	e	*f	g	a	*b	*c	a	b	*c
Unweighted total	**78**	36	20	22	72	55	75	46	38	28	63	32	2	17	30	76	14
Weighted total	**76**	34	21	20	71	47	73	44	27	27	63	30	1	19	25	75	8
Price increases	**49**	27	14	7	46	31	47	30	17	18	42	19	1	13	19	48	2
	64%	*80%*	*65%*	*37%*	*65%*	*65%*	*64%*	*67%*	*65%*	*68%*	*66%*	*63%*	*100%*	*67%*	*76%*	*64%*	*24%*
Better quality of service	**10**	*	5	5	10	6	10	3	3	1	8	1	-	4	1	10	1
	13%	*1%*	*25%*	*22%*	*14%*	*13%*	*14%*	*6%*	*13%*	*2%*	*13%*	*3%*	*-%*	*22%*	*4%*	*14%*	*6%*
Due to internal cost cutting	**9**	2	6	1	7	7	9	7	2	4	9	4	-	3	3	9	1
	11%	*5%*	*26%*	*6%*	*10%*	*16%*	*12%*	*16%*	*6%*	*17%*	*14%*	*15%*	*-%*	*15%*	*10%*	*12%*	*15%*
Cost implications	**6**	*	2	4	4	4	4	6	3	2	4	4	-	2	3	6	2
	8%	*1%*	*8%*	*20%*	*6%*	*10%*	*6%*	*13%*	*10%*	*6%*	*6%*	*13%*	*-%*	*9%*	*12%*	*8%*	*29%*
First class is not much quicker than second	**5**	4	-	*	4	*	4	1	*	*	2	*	-	*	*	4	*
	6%	*13%*	*-%*	*1%*	*6%*	*%*	*6%*	*1%*	*2%*	*2%*	*3%*	*1%*	*-%*	*1%*	*2%*	*6%*	*5%*
Became more aware of alternatives	**3**	2	-	*	3	*	3	3	*	3	3	3	-	-	*	3	*
	4%	*7%*	*-%*	*2%*	*4%*	*1%*	*4%*	*6%*	*2%*	*11%*	*5%*	*9%*	*-%*	*-%*	*2%*	*4%*	*6%*
Changes in the type of mail sent	**2**	-	-	2	2	2	2	-	2	-	-	-	-	-	-	2	-
	2%	*-%*	*-%*	*8%*	*2%*	*3%*	*2%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
									g								
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	*	1	2	3	3	3	3	1	3	3	3	-	*	3	3	2
	4%	*1%*	*3%*	*10%*	*4%*	*7%*	*4%*	*7%*	*4%*	*10%*	*4%*	*10%*	*-%*	*1%*	*12%*	*4%*	*28%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	*c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Unweighted total	**78**	66	65	64	14	-	77	71	78	64	77	-	52	77	18	13	57	7
Weighted total	**76**	65	57	60	16	-	75	67	76	60	73	-	47	75	17	9	53	11
Price increases	**49**	39	41	46	3	-	48	44	49	40	46	-	28	48	10	5	35	8
	64%	*60%*	*72%*	*77%*	*17%*	*-%*	*64%*	*65%*	*64%*	*68%*	*63%*	*-%*	*60%*	*64%*	*59%*	*54%*	*67%*	*78%*
Better quality of service	**10**	10	3	1	10	-	10	10	10	7	10	-	7	10	*	2	3	2
	13%	*16%*	*6%*	*1%*	*62%*	*-%*	*14%*	*15%*	*13%*	*12%*	*14%*	*-%*	*14%*	*13%*	*3%*	*20%*	*6%*	*22%*
Due to internal cost cutting	**9**	7	4	9	-	-	9	7	9	6	6	-	6	9	3	2	7	-
	11%	*11%*	*8%*	*14%*	*-%*	*-%*	*11%*	*11%*	*11%*	*10%*	*8%*	*-%*	*12%*	*11%*	*16%*	*18%*	*13%*	*-%*
Cost implications	**6**	6	4	6	*	-	6	6	6	3	6	-	3	6	-	2	4	-
	8%	*9%*	*8%*	*9%*	*3%*	*-%*	*8%*	*9%*	*8%*	*6%*	*8%*	*-%*	*7%*	*8%*	*-%*	*26%*	*7%*	*-%*
First class is not much quicker than second	**5**	4	4	4	*	-	5	2	5	2	5	-	1	5	1	-	5	-
	6%	*7%*	*7%*	*7%*	*3%*	*-%*	*6%*	*3%*	*6%*	*4%*	*6%*	*-%*	*2%*	*6%*	*5%*	*-%*	*9%*	*-%*
Became more aware of alternatives	**3**	2	3	3	-	-	3	3	3	3	3	-	3	3	3	-	3	-
	4%	*4%*	*5%*	*5%*	*-%*	*-%*	*4%*	*4%*	*4%*	*5%*	*4%*	*-%*	*6%*	*4%*	*17%*	*-%*	*5%*	*-%*
Changes in the type of mail sent	**2**	2	2	-	2	-	2	2	2	2	2	-	2	2	-	-	2	-
	2%	*3%*	*3%*	*-%*	*11%*	*-%*	*2%*	*2%*	*2%*	*3%*	*2%*	*-%*	*3%*	*2%*	*-%*	*-%*	*3%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	3	1	1	2	-	3	3	3	3	3	-	3	3	2	*	3	-
	4%	*5%*	*2%*	*2%*	*11%*	*-%*	*4%*	*5%*	*4%*	*5%*	*4%*	*-%*	*5%*	*4%*	*11%*	*2%*	*6%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	*b
Unweighted total	78	9	10	59	57	21	72	6	58	4	18	60	7	10
Weighted total	76	8	7	60	55	21	66	9	56	2	16	60	5	9
Price increases	49	4	4	40	36	13	42	6	39	2	8	41	3	6
	64%	54%	59%	66%	66%	60%	64%	69%	69%	81%	49%	68%	67%	65%
Better quality of service	10	*	*	10	9	1	7	3	10	-	3	7	*	2
	13%	1%	6%	16%	16%	6%	11%	31%	17%	-%	17%	12%	2%	17%
Due to internal cost cutting	9	2	1	5	5	3	9	-	7	-	1	7	1	1
	11%	30%	20%	8%	10%	15%	13%	-%	13%	-%	9%	12%	26%	13%
Cost implications	6	4	-	2	4	3	6	-	1	-	3	3	2	-
	8%	48%	-%	4%	7%	12%	9%	-%	1%	-%	19%	5%	34%	-%
First class is not much quicker than second	5	-	1	3	2	2	5	-	3	-	2	3	-	*
	6%	-%	17%	6%	4%	11%	7%	-%	5%	-%	12%	5%	-%	2%
Became more aware of alternatives	3	-	-	3	3	-	3	-	*	-	*	2	-	-
	4%	-%	-%	5%	5%	-%	4%	-%	1%	-%	3%	4%	-%	-%
Changes in the type of mail sent	2	-	-	2	2	-	2	-	2	-	-	2	-	-
	2%	-%	-%	3%	3%	-%	2%	-%	3%	-%	-%	3%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	2	1	1	2	3	-	1	1	3	1	*	2
	4%	2%	29%	1%	1%	11%	5%	-%	1%	39%	16%	1%	8%	17%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	78	15	-	7	17	7	3	6	12	10	7	9
Weighted total	76	12	-	8	10	5	4	3	15	7	8	13
Price increases	49	9	-	5	8	2	2	1	15	6	3	6
	64%	74%	-%	69%	81%	44%	37%	34%	97%	85%	36%	41%
Better quality of service	10	*	-	*	1	3	3	*	-	-	-	2
	13%	1%	-%	6%	12%	53%	63%	14%	-%	-%	-%	18%
Due to internal cost cutting	9	2	-	-	*	-	-	-	3	2	3	1
	11%	20%	-%	-%	1%	-%	-%	-%	19%	23%	33%	9%
Cost implications	6	2	-	-	-	-	-	-	2	*	4	*
	8%	13%	-%	-%	-%	-%	-%	-%	11%	3%	46%	3%
First class is not much quicker than second	5	*	-	2	-	-	-	*	-	1	*	*
	6%	2%	-%	31%	-%	-%	-%	14%	-%	17%	2%	3%
Became more aware of alternatives	3	-	-	-	*	-	-	-	-	-	-	2
	4%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	18%
Changes in the type of mail sent	2	-	-	-	-	-	-	2	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	52%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	2	-	-	1	*	-	-	*	*	-	1
	4%	15%	-%	-%	8%	3%	-%	-%	1%	6%	-%	11%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	-	2	-	-	-	2
Weighted total	1	-	-	-	-	-	-	-	-	1	-	-	-	1
Better quality of service	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	100%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	-	-	1	1	-	-	1	1	-	-	1	1	1
Weighted total	1	-	-	-	1	*	-	-	1	*	-	-	*	*	1
Better quality of service	1	-	-	-	1	*	-	-	1	*	-	-	*	*	1
	100%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	-	-	-	1	1	-	1	1	-	1	-	-	1	-	-
Weighted total	1	-	-	-	-	1	*	-	1	*	-	1	-	-	*	-	-
Better quality of service	1	-	-	-	-	1	*	-	1	*	-	1	-	-	*	-	-
	100%	-%	-%	-%	-%	*100%*	*100%*	-%	*100%*	*100%*	-%	*100%*	-%	-%	*100%*	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**2**	1	-	1	-	-	2	-	2	-	2	-	-
Weighted total	**1**	1	-	*	-	-	1	-	1	-	1	-	-
Better quality of service	**1**	1	-	*	-	-	1	-	1	-	1	-	-
	100%	*100%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	*100%*	-%	-%
Price increases	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	2	2	2	1	-	1	2	2	-	-	2	2	-
Weighted total	1	1	-	-	1	1	1	*	-	*	1	1	-	-	1	1	-
Better quality of service	1	1	-	-	1	1	1	*	-	*	1	1	-	-	1	1	-
	100%	*100%*	-%	-%	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	2	2	2	-	2	2	2	1	2	-	1	2	-	-	2	-
Weighted total	1	1	1	1	1	-	1	1	1	*	1	-	*	1	-	-	1	-
Better quality of service	1	1	1	1	1	-	1	1	1	*	1	-	*	1	-	-	1	-
	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	-	1	1	2	-	2	-	-	-	2	-	-	-
Weighted total	1	-	1	*	1	-	1	-	-	-	1	-	-	-
Better quality of service	1	-	1	*	1	-	1	-	-	-	1	-	-	-
	100%	-%	*100%*	*100%*	*100%*	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?
Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Feb	Nov
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	-	-	1	1
Weighted total	1	-	-	1	*
Better quality of service	1	-	-	1	*
	100%	-%	-%	*100%*	*100%*
Price increases	-	-	-	-	-
	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-
	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-
	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-
	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-
	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-
	-%	-%	-%	-%	-%
Other	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	-	2	-	-	-	2
Weighted total	1	-	-	-	-	-	-	-	-	1	-	-	-	1
Price increases	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	84%	-%	-%	-%	-%	-%	-%	-%	-%	*84%*	-%	-%	-%	*84%*
Due to internal cost cutting	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	16%	-%	-%	-%	-%	-%	-%	-%	-%	*16%*	-%	-%	-%	*16%*
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	-	-	1	1	-	-	1	1	-	-	1	1	1
Weighted total	1	-	-	-	1	*	-	-	1	*	-	-	*	*	1
Price increases	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1
	84%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	*100%*
Due to internal cost cutting	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	16%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*100%*	*100%*	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	-	-	-	1	1	-	1	1	-	1	-	-	1	-	-
Weighted total	1	-	-	-	-	1	*	-	1	*	-	1	-	-	*	-	-
Price increases	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	84%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%
Due to internal cost cutting	*	-	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	16%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**2**	1	-	1	-	-	2	-	2	-	2	-	-
Weighted total	**1**	1	-	*	-	-	1	-	1	-	1	-	-
Price increases	**1**	1	-	-	-	-	1	-	1	-	1	-	-
	84%	*100%*	-%	-%	-%	-%	*84%*	-%	*84%*	-%	*84%*	-%	-%
Due to internal cost cutting	*	-	-	*	-	-	*	-	*	-	*	-	-
	16%	-%	-%	*100%*	-%	-%	*16%*	-%	*16%*	-%	*16%*	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	2	2	2	1	-	1	2	2	-	-	2	2	-
Weighted total	1	1	-	-	1	1	1	*	-	*	1	1	-	-	1	1	-
Price increases	1	1	-	-	1	1	1	-	-	-	1	1	-	-	1	1	-
	84%	*84%*	*-%*	*-%*	*84%*	*84%*	*84%*	*-%*	*-%*	*-%*	*84%*	*84%*	*-%*	*-%*	*84%*	*84%*	*-%*
Due to internal cost cutting	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	-
	16%	*16%*	*-%*	*-%*	*16%*	*16%*	*16%*	*100%*	*-%*	*100%*	*16%*	*16%*	*-%*	*-%*	*16%*	*16%*	*-%*
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	2	2	2	-	2	2	2	1	2	-	1	2	-	-	2	-
Weighted total	1	1	1	1	1	-	1	1	1	*	1	-	*	1	-	-	1	-
Price increases	1	1	1	1	1	-	1	1	1	-	1	-	-	1	-	-	1	-
	84%	*84%*	*84%*	*84%*	*84%*	*-%*	*84%*	*84%*	*84%*	*-%*	*84%*	*-%*	*-%*	*84%*	*-%*	*-%*	*84%*	*-%*
Due to internal cost cutting	*	*	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*	-
	16%	*16%*	*16%*	*16%*	*16%*	*-%*	*16%*	*16%*	*16%*	*100%*	*16%*	*-%*	*100%*	*16%*	*-%*	*-%*	*16%*	*-%*
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	-	1	1	2	-	2	-	-	-	2	-	-	-
Weighted total	1	-	1	*	1	-	1	-	-	-	1	-	-	-
Price increases	1	-	1	-	1	-	1	-	-	-	1	-	-	-
	84%	-%	*100%*	-%	*84%*	-%	*84%*	-%	-%	-%	*84%*	-%	-%	-%
Due to internal cost cutting	*	-	-	*	*	-	*	-	-	-	*	-	-	-
	16%	-%	-%	*100%*	*16%*	-%	*16%*	-%	-%	-%	*16%*	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?
Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Feb	Nov
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	-	-	1	1
Weighted total	1	-	-	1	*
Price increases	1	-	-	1	-
	84%	-%	-%	100%	-%
Due to internal cost cutting	*	-	-	-	*
	16%	-%	-%	-%	100%
Changes in the type of mail sent	-	-	-	-	-
	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-
	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-
	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-
	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-
	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-
	-%	-%	-%	-%	-%
Other	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	1	1	-	-	2	2	-	2	3	-	2	3	11
Weighted total	17	1	*	-	-	2	5	-	3	3	-	1	1	15
Better quality of service	11	-	-	-	-	1	5	-	2	3	-	*	-	11
	65%	-%	-%	-%	-%	51%	100%	-%	50%	100%	-%	48%	-%	70%
Price increases	3	-	-	-	-	1	-	-	-	-	-	*	1	1
	15%	-%	-%	-%	-%	49%	-%	-%	-%	-%	-%	52%	100%	8%
Changes in the type of mail sent	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	10%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	11%
Cost implications	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%
First class is not much quicker than second	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	1	*	-	-	-	-	-	-	-	-	-	-	2
	10%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	**16**	2	1	-	2	5	1	5	13	3	-	-	3	7	9
Weighted total	**17**	2	*	-	4	4	1	5	17	*	-	-	*	9	8
Better quality of service	**11**	-	*	-	4	2	-	5	11	*	-	-	*	8	3
	65%	*-%*	*100%*	*-%*	*100%*	*44%*	*-%*	*89%*	*66%*	*47%*	*-%*	*-%*	*47%*	*93%*	*36%*
Price increases	**3**	*	-	-	-	1	1	*	3	*	-	-	*	*	2
	15%	*5%*	*-%*	*-%*	*-%*	*21%*	*100%*	*8%*	*15%*	*19%*	*-%*	*-%*	*19%*	*5%*	*27%*
Changes in the type of mail sent	**2**	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	10%	*95%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*
Cost implications	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*3%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*
First class is not much quicker than second	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	3%	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*
Became more aware of alternatives	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Due to internal cost cutting	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**2**	-	-	-	-	1	-	*	1	*	-	-	*	*	1
	10%	*-%*	*-%*	*-%*	*-%*	*35%*	*-%*	*3%*	*9%*	*34%*	*-%*	*-%*	*34%*	*2%*	*18%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	7	1	-	-	13	3	2	11	3	6	6	2	-	1	-	1
Weighted total	17	11	*	-	-	15	2	3	12	2	9	5	2	-	*	-	*
Better quality of service	11	8	-	-	-	11	*	1	10	*	4	4	2	-	*	-	-
	65%	76%	-%	-%	-%	73%	11%	43%	80%	11%	50%	80%	96%	-%	100%	-%	-%
Price increases	3	1	*	-	-	2	*	-	2	*	1	1	*	-	-	-	*
	15%	11%	100%	-%	-%	15%	20%	-%	18%	20%	14%	17%	4%	-%	-%	-%	100%
Changes in the type of mail sent	2	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	10%	-%	-%	-%	-%	11%	-%	57%	-%	-%	19%	-%	-%	-%	-%	-%	-%
Cost implications	*	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	3%	-%	100%	-%	-%	3%	-%	-%	4%	-%	-%	8%	-%	-%	-%	-%	-%
First class is not much quicker than second	*	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	3%	4%	-%	-%	-%	3%	-%	-%	4%	-%	5%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	1	-	-	-	*	1	-	*	1	1	*	-	-	-	-	-
	10%	13%	-%	-%	-%	1%	69%	-%	1%	69%	17%	3%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**16**	5	-	1	-	2	15	1	15	1	11	5	-
Weighted total	**17**	6	-	*	-	2	17	*	17	*	13	4	-
Better quality of service	**11**	6	-	*	-	-	11	*	11	*	9	2	-
	65%	*97%*	*-%*	*100%*	*-%*	*-%*	*64%*	*100%*	*64%*	*100%*	*70%*	*50%*	*-%*
Price increases	**3**	-	-	-	-	*	3	-	3	-	2	*	-
	15%	*-%*	*-%*	*-%*	*-%*	*23%*	*16%*	*-%*	*16%*	*-%*	*17%*	*11%*	*-%*
Changes in the type of mail sent	**2**	-	-	-	-	-	2	-	2	-	2	-	-
	10%	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*10%*	*-%*	*13%*	*-%*	*-%*
Cost implications	*	-	-	-	-	-	*	-	*	-	*	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*
First class is not much quicker than second	*	*	-	-	-	-	-	*	-	*	-	*	-
	3%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*10%*	*-%*
Became more aware of alternatives	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Due to internal cost cutting	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**2**	*	-	-	-	1	2	-	2	-	-	2	-
	10%	*3%*	*-%*	*-%*	*-%*	*77%*	*10%*	*-%*	*10%*	*-%*	*-%*	*39%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**16**	6	5	5	16	13	16	6	6	4	11	5	-	3	6	16	3
Weighted total	**17**	4	6	7	17	13	17	5	6	3	12	4	-	5	4	17	2
Better quality of service	**11**	2	5	4	11	7	11	2	3	1	10	2	-	4	2	11	*
	65%	*48%*	*95%*	*53%*	*65%*	*54%*	*65%*	*49%*	*60%*	*26%*	*82%*	*50%*	*-%*	*96%*	*48%*	*65%*	*19%*
Price increases	**3**	2	*	*	3	3	3	1	1	*	1	*	-	-	*	3	*
	15%	*52%*	*2%*	*6%*	*15%*	*20%*	*15%*	*19%*	*10%*	*17%*	*5%*	*11%*	*-%*	*-%*	*11%*	*15%*	*19%*
Changes in the type of mail sent	**2**	-	-	2	2	2	2	-	2	-	-	-	-	-	-	2	-
	10%	*-%*	*-%*	*22%*	*10%*	*13%*	*10%*	*-%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*
Cost implications	*	*	-	-	*	*	*	-	-	-	-	-	-	-	-	*	-
	3%	*11%*	*-%*	*-%*	*3%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*
First class is not much quicker than second	*	*	-	-	*	-	*	*	*	*	*	*	-	-	*	*	*
	3%	*11%*	*-%*	*-%*	*3%*	*-%*	*3%*	*9%*	*8%*	*17%*	*4%*	*11%*	*-%*	*-%*	*11%*	*3%*	*19%*
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**2**	-	*	1	2	2	2	1	-	1	2	1	-	*	2	2	1
	10%	*-%*	*3%*	*20%*	*10%*	*13%*	*10%*	*31%*	*-%*	*57%*	*14%*	*38%*	*-%*	*4%*	*41%*	*10%*	*63%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	**16**	16	10	2	16	-	16	15	16	11	16	-	9	16	3	2	11	2
Weighted total	**17**	17	9	1	17	-	17	17	17	12	17	-	11	17	2	2	9	4
Better quality of service	**11**	11	4	1	11	-	11	11	11	7	11	-	7	11	*	1	5	2
	65%	*65%*	*48%*	*100%*	*65%*	*-%*	*65%*	*67%*	*65%*	*58%*	*65%*	*-%*	*66%*	*65%*	*19%*	*74%*	*53%*	*66%*
Price increases	**3**	3	3	-	3	-	3	2	3	2	3	-	1	3	*	*	1	1
	15%	*15%*	*31%*	*-%*	*15%*	*-%*	*15%*	*13%*	*15%*	*14%*	*15%*	*-%*	*5%*	*15%*	*19%*	*26%*	*11%*	*34%*
Changes in the type of mail sent	**2**	2	2	-	2	-	2	2	2	2	2	-	2	2	-	-	2	-
	10%	*10%*	*19%*	*-%*	*10%*	*-%*	*10%*	*10%*	*10%*	*14%*	*10%*	*-%*	*15%*	*10%*	*-%*	*-%*	*18%*	*-%*
Cost implications	*	*	*	-	*	-	*	-	*	-	*	-	-	*	-	-	*	-
	3%	*3%*	*5%*	*-%*	*3%*	*-%*	*3%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*5%*	*-%*
First class is not much quicker than second	*	*	-	-	*	-	*	*	*	*	*	-	*	*	*	-	*	-
	3%	*3%*	*-%*	*-%*	*3%*	*-%*	*3%*	*3%*	*3%*	*4%*	*3%*	*-%*	*4%*	*3%*	*19%*	*-%*	*5%*	*-%*
Became more aware of alternatives	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Due to internal cost cutting	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**2**	2	*	-	2	-	2	2	2	2	2	-	1	2	1	-	2	-
	10%	*10%*	*2%*	*-%*	*10%*	*-%*	*10%*	*10%*	*10%*	*14%*	*10%*	*-%*	*14%*	*10%*	*63%*	*-%*	*18%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	16	-	3	13	11	5	14	2	10	-	6	10	-	3
Weighted total	17	-	3	14	12	5	14	3	13	-	6	11	-	3
Better quality of service	11	-	1	10	10	1	8	3	9	-	4	7	-	2
	65%	-%	*40%*	*71%*	*81%*	*26%*	*58%*	*100%*	*72%*	-%	*69%*	*63%*	-%	*50%*
Price increases	3	-	*	2	1	2	3	-	2	-	*	2	-	-
	15%	-%	*14%*	*16%*	*4%*	*44%*	*19%*	-%	*14%*	-%	*7%*	*20%*	-%	-%
Changes in the type of mail sent	2	-	-	2	2	-	2	-	2	-	-	2	-	-
	10%	-%	-%	*12%*	*13%*	-%	*12%*	-%	*13%*	-%	-%	*15%*	-%	-%
Cost implications	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	3%	-%	-%	*3%*	*4%*	-%	*3%*	-%	*3%*	-%	-%	*4%*	-%	-%
First class is not much quicker than second	*	-	-	*	*	-	*	-	-	-	*	-	-	-
	3%	-%	-%	*3%*	*4%*	-%	*3%*	-%	-%	-%	*7%*	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	1	*	*	1	2	-	*	-	1	*	-	2
	10%	-%	*47%*	*1%*	*1%*	*30%*	*12%*	-%	*1%*	-%	*24%*	*2%*	-%	*50%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?
Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

		Satisfaction with other main provider		Month		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	16	2	-	4	2	1	3	1	1	1	3
Weighted total	17	2	-	3	3	3	2	1	*	*	4
Better quality of service	11	-	-	3	3	3	*	-	-	*	2
	65%	-%	-%	80%	100%	100%	20%	-%	-%	100%	55%
Price increases	3	-	-	*	-	-	*	1	*	-	*
	15%	-%	-%	15%	-%	-%	4%	100%	100%	-%	10%
Changes in the type of mail sent	2	-	-	-	-	-	2	-	-	-	-
	10%	-%	-%	-%	-%	-%	76%	-%	-%	-%	-%
Cost implications	*	-	-	-	-	-	-	-	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%
First class is not much quicker than second	*	-	-	-	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	20%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	*	-	-	-	-	-	-	1
	10%	100%	-%	5%	-%	-%	-%	-%	-%	-%	35%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	66	5	6	2	6	5	7	2	6	5	6	7	9	44
Weighted total	62	6	7	3	6	4	13	5	5	4	2	2	4	53
Price increases	47	6	5	3	5	4	5	5	3	4	2	1	3	41
	77%	*100%*	*78%*	*100%*	*81%*	*94%*	*43%*	*100%*	*65%*	*89%*	*78%*	*59%*	*85%*	*77%*
Due to internal cost cutting	9	-	-	-	2	-	-	3	2	1	*	*	-	8
	14%	*-%*	*-%*	*-%*	*39%*	*-%*	*-%*	*50%*	*32%*	*35%*	*4%*	*20%*	*-%*	*16%*
Cost implications	6	-	1	-	-	*	2	-	2	-	-	-	-	6
	9%	*-%*	*22%*	*-%*	*-%*	*6%*	*19%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*11%*
First class is not much quicker than second	4	*	-	-	-	-	2	-	-	1	*	-	-	4
	7%	*3%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*30%*	*18%*	*-%*	*-%*	*7%*
Became more aware of alternatives	3	-	-	-	-	-	2	-	-	-	-	-	*	2
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*4%*
Better quality of service	1	-	-	-	-	-	-	-	-	-	*	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*3%*	*-%*
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	1	-	-	-	*	-	-	-	*	*	*	*	-	1
	2%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*	*5%*	*19%*	*20%*	*-%*	*1%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	a	b
Unweighted total	66	2	9	-	7	19	2	24	47	12	4	3	19	31	35
Weighted total	62	1	7	-	4	21	1	26	58	2	1	1	3	30	32
Price increases	47	1	5	-	4	15	1	21	45	1	*	*	2	24	24
	77%	*100%*	*64%*	*-%*	*90%*	*73%*	*100%*	*79%*	*78%*	*72%*	*48%*	*36%*	*61%*	*79%*	*75%*
Due to internal cost cutting	9	-	1	-	*	3	-	4	8	*	*	*	1	3	6
	14%	*-%*	*17%*	*-%*	*10%*	*15%*	*-%*	*16%*	*14%*	*12%*	*28%*	*21%*	*17%*	*10%*	*18%*
Cost implications	6	-	-	-	-	4	-	1	5	*	-	-	*	2	4
	9%	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*6%*	*9%*	*12%*	*-%*	*-%*	*7%*	*6%*	*13%*
First class is not much quicker than second	4	-	-	-	-	-	-	4	4	*	-	-	*	*	4
	7%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*7%*	*9%*	*-%*	*-%*	*6%*	*1%*	*13%*
Became more aware of alternatives	3	-	2	-	-	-	-	*	3	-	-	-	-	2	*
	5%	*-%*	*33%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*-%*	*-%*	*-%*	*-%*	*8%*	*1%*
Better quality of service	1	-	-	-	-	1	-	-	*	*	-	-	*	*	*
	1%	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*5%*	*-%*	*-%*	*3%*	*%*	*1%*
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	1	-	*	-	-	*	-	1	1	-	*	*	1	1	*
	2%	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	*3%*	*2%*	*-%*	*48%*	*43%*	*17%*	*3%*	*1%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	*b	*a	*b	*c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**66**	28	5	4	3	38	28	13	25	28	30	8	8	8	7	4	1
Weighted total	**62**	33	3	3	1	43	19	15	28	19	37	7	7	4	3	1	2
Price increases	**47**	28	3	2	*	36	11	12	24	11	28	7	5	3	3	1	-
	77%	*85%*	*100%*	*51%*	*31%*	*85%*	*58%*	*84%*	*85%*	*58%*	*76%*	*100%*	*74%*	*86%*	*83%*	*81%*	*-%*
Due to internal cost cutting	**9**	4	1	-	-	4	4	1	3	4	4	-	3	*	1	*	-
	14%	*13%*	*37%*	*-%*	*-%*	*10%*	*24%*	*8%*	*11%*	*24%*	*12%*	*-%*	*36%*	*3%*	*45%*	*19%*	*-%*
Cost implications	**6**	-	2	1	-	-	6	-	-	6	2	-	1	*	-	-	2
	9%	*-%*	*49%*	*49%*	*-%*	*-%*	*31%*	*-%*	*-%*	*31%*	*4%*	*-%*	*20%*	*6%*	*-%*	*-%*	*100%*
First class is not much quicker than second	**4**	4	-	-	-	4	*	4	*	*	4	-	*	-	-	-	-
	7%	*12%*	*-%*	*-%*	*-%*	*9%*	*1%*	*24%*	*2%*	*1%*	*11%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Became more aware of alternatives	**3**	*	-	-	-	3	-	-	3	-	2	-	*	-	-	-	-
	5%	*1%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*10%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*
Better quality of service	**1**	*	-	-	-	-	1	-	-	1	-	-	-	-	*	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*3%*	*46%*	*-%*
Changes in the type of mail sent	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**1**	*	-	-	1	*	1	-	*	1	*	-	-	1	*	*	-
	2%	*1%*	*-%*	*-%*	*100%*	*1%*	*6%*	*-%*	*2%*	*6%*	*1%*	*-%*	*-%*	*17%*	*7%*	*17%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**66**	29	4	8	4	2	59	7	55	11	46	20	-
Weighted total	**62**	33	3	5	4	*	55	7	53	9	41	20	-
Price increases	**47**	27	1	4	2	-	46	2	44	4	35	12	-
	77%	*83%*	*20%*	*68%*	*59%*	*-%*	*83%*	*25%*	*83%*	*41%*	*84%*	*62%*	*-%*
Due to internal cost cutting	**9**	5	-	2	1	*	5	4	5	4	5	4	-
	14%	*14%*	*-%*	*32%*	*35%*	*53%*	*9%*	*58%*	*9%*	*45%*	*12%*	*20%*	*-%*
Cost implications	**6**	4	-	-	2	-	6	-	6	-	2	4	-
	9%	*12%*	*-%*	*-%*	*46%*	*-%*	*10%*	*-%*	*11%*	*-%*	*4%*	*20%*	*-%*
First class is not much quicker than second	**4**	*	-	-	-	-	4	-	4	-	4	*	-
	7%	*1%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*8%*	*-%*	*10%*	*1%*	*-%*
Became more aware of alternatives	**3**	*	2	-	-	-	*	2	*	2	*	2	-
	5%	*1%*	*74%*	*-%*	*-%*	*-%*	*1%*	*35%*	*1%*	*27%*	*1%*	*12%*	*-%*
Better quality of service	**1**	-	-	-	*	*	1	-	*	*	*	*	-
	1%	*-%*	*-%*	*-%*	*13%*	*47%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*-%*
Changes in the type of mail sent	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**1**	*	1	-	*	-	1	-	1	-	1	*	-
	2%	*1%*	*26%*	*-%*	*6%*	*-%*	*3%*	*-%*	*3%*	*-%*	*3%*	*2%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	***b**	***c**	a	b	c	d	e	***f**	g	a	***b**	***c**	***a**	b	***c**
Unweighted total	**66**	34	15	17	60	46	63	42	32	26	56	31	2	14	28	64	11
Weighted total	**62**	33	16	13	57	37	59	40	21	25	54	29	1	15	24	61	6
Price increases	**47**	27	14	7	45	29	45	29	17	18	42	20	1	13	20	47	2
	77%	*80%*	*87%*	*55%*	*78%*	*79%*	*76%*	*72%*	*80%*	*72%*	*79%*	*67%*	*100%*	*87%*	*83%*	*77%*	*26%*
Due to internal cost cutting	**9**	2	6	1	7	8	9	7	2	5	9	5	-	3	3	9	1
	14%	*6%*	*35%*	*10%*	*13%*	*20%*	*15%*	*18%*	*7%*	*19%*	*16%*	*16%*	*-%*	*19%*	*12%*	*15%*	*21%*
Cost implications	**6**	-	2	4	4	4	4	6	3	2	4	4	-	2	3	6	2
	9%	*-%*	*10%*	*32%*	*7%*	*11%*	*7%*	*14%*	*12%*	*7%*	*8%*	*14%*	*-%*	*11%*	*13%*	*9%*	*40%*
First class is not much quicker than second	**4**	4	-	*	4	*	4	*	-	-	1	-	-	*	-	4	-
	7%	*12%*	*-%*	*1%*	*7%*	*1%*	*6%*	**%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*6%*	*-%*
Became more aware of alternatives	**3**	2	-	*	3	*	3	3	*	3	3	3	-	-	*	3	*
	5%	*7%*	*-%*	*4%*	*5%*	*1%*	*5%*	*7%*	*2%*	*11%*	*5%*	*10%*	*-%*	*-%*	*2%*	*5%*	*8%*
Better quality of service	**1**	-	-	1	*	1	1	1	*	*	-	1	-	-	*	1	*
	1%	*-%*	*-%*	*4%*	*1%*	*2%*	*1%*	*1%*	**%*	**%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*2%*
Changes in the type of mail sent	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**1**	*	*	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	2%	*1%*	*2%*	*5%*	*3%*	*4%*	*2%*	*4%*	*5%*	*5%*	*2%*	*5%*	*-%*	*-%*	*5%*	*2%*	*15%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	*c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Unweighted total	**66**	54	59	66	2	-	65	60	66	55	65	-	45	65	15	11	50	5
Weighted total	**62**	51	52	62	1	-	61	53	62	48	59	-	37	61	14	7	47	7
Price increases	**47**	37	40	47	1	-	47	43	47	39	45	-	28	47	9	4	36	7
	77%	*74%*	*77%*	*77%*	*84%*	*-%*	*77%*	*80%*	*77%*	*80%*	*76%*	*-%*	*76%*	*77%*	*65%*	*61%*	*76%*	*100%*
Due to internal cost cutting	**9**	8	5	9	*	-	9	7	9	6	6	-	6	9	3	2	7	-
	14%	*15%*	*9%*	*14%*	*16%*	*-%*	*14%*	*14%*	*14%*	*13%*	*10%*	*-%*	*16%*	*14%*	*19%*	*23%*	*15%*	*-%*
Cost implications	**6**	6	4	6	-	-	6	6	6	3	6	-	3	6	-	2	3	-
	9%	*11%*	*8%*	*9%*	*-%*	*-%*	*9%*	*11%*	*9%*	*7%*	*10%*	*-%*	*9%*	*9%*	*-%*	*32%*	*7%*	*-%*
First class is not much quicker than second	**4**	4	4	4	-	-	4	2	4	2	4	-	1	4	*	-	4	-
	7%	*8%*	*7%*	*7%*	*-%*	*-%*	*7%*	*3%*	*7%*	*4%*	*7%*	*-%*	*2%*	*7%*	*3%*	*-%*	*9%*	*-%*
Became more aware of alternatives	**3**	2	3	3	-	-	3	3	3	3	3	-	3	3	3	-	3	-
	5%	*5%*	*5%*	*5%*	*-%*	*-%*	*5%*	*5%*	*5%*	*6%*	*5%*	*-%*	*8%*	*5%*	*20%*	*-%*	*6%*	*-%*
Better quality of service	**1**	1	1	1	-	-	1	1	1	1	1	-	*	*	-	1	-	-
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*%*	*%*	*-%*	*8%*	*-%*	*-%*
Changes in the type of mail sent	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Depends on what stamp is available / available in shop	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**1**	1	1	1	-	-	1	1	1	1	1	-	1	1	*	*	1	-
	2%	*3%*	*2%*	*2%*	*-%*	*-%*	*2%*	*3%*	*2%*	*3%*	*2%*	*-%*	*3%*	*2%*	*3%*	*2%*	*3%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	*b
Unweighted total	66	9	9	48	50	16	62	4	48	4	16	50	7	7
Weighted total	62	8	7	47	45	16	55	6	44	2	13	49	5	6
Price increases	47	4	5	38	37	10	41	6	37	2	9	39	3	6
	77%	54%	78%	81%	81%	64%	74%	100%	86%	81%	68%	79%	67%	100%
Due to internal cost cutting	9	2	1	5	6	3	9	-	7	-	2	7	1	1
	14%	30%	22%	10%	13%	19%	16%	-%	17%	-%	13%	15%	26%	20%
Cost implications	6	4	-	2	3	3	6	-	*	-	3	3	2	-
	9%	48%	-%	4%	7%	16%	10%	-%	1%	-%	24%	5%	34%	-%
First class is not much quicker than second	4	-	1	3	2	2	4	-	3	-	1	3	-	*
	7%	-%	19%	6%	4%	15%	8%	-%	7%	-%	11%	6%	-%	3%
Became more aware of alternatives	3	-	-	3	3	-	3	-	*	-	*	2	-	-
	5%	-%	-%	6%	6%	-%	5%	-%	1%	-%	4%	5%	-%	-%
Better quality of service	1	*	*	-	1	-	1	-	1	-	-	1	*	-
	1%	1%	7%	-%	1%	-%	1%	-%	1%	-%	-%	1%	2%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	1	*	1	1	1	1	1	-	1	1	1	*	*	-
	2%	2%	10%	1%	1%	5%	3%	-%	1%	39%	8%	1%	8%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?
Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	66	13	-	7	15	5	2	3	11	9	8	6
Weighted total	62	11	-	8	10	3	2	1	14	7	9	9
Price increases	47	9	-	5	9	2	2	1	14	6	3	5
	77%	86%	-%	69%	94%	93%	95%	100%	97%	84%	35%	56%
Due to internal cost cutting	9	2	-	-	*	-	-	-	3	2	3	1
	14%	23%	-%	-%	1%	-%	-%	-%	20%	24%	34%	14%
Cost implications	6	2	-	-	-	-	-	-	2	*	4	-
	9%	15%	-%	-%	-%	-%	-%	-%	12%	3%	45%	-%
First class is not much quicker than second	4	*	-	2	-	-	-	-	-	1	*	*
	7%	2%	-%	31%	-%	-%	-%	-%	-%	18%	2%	5%
Became more aware of alternatives	3	-	-	-	*	-	-	-	-	-	-	2
	5%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	26%
Better quality of service	1	*	-	*	-	-	*	-	-	-	-	-
	1%	1%	-%	6%	-%	-%	5%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	1	*	-	-	1	*	-	-	*	*	-	-
	2%	2%	-%	-%	7%	7%	-%	-%	2%	6%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker
Table 49

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted total	**298**	10	27	19	17	19	29	17	21	19	31	44	45	178
Weighted total	**277**	11	31	35	14	15	43	41	26	18	12	16	15	234
Royal Mail 48™(Previously known as Packetsort)	**3**	-	-	3	-	-	-	-	-	-	*	-	-	3
	1%	-%	-%	*8%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*1%*
Royal Mail 24™ (Previously known as Packetpost)	**3**	-	-	3	-	-	-	-	-	-	*	-	-	3
	1%	-%	-%	*8%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*1%*
Walksort 2nd Class	**2**	-	-	-	-	-	-	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%	-%	-%	*1%*
Business Mail 1st Class (previously Cleanmail Plus)	*	-	-	-	-	-	-	-	*	*	-	-	-	*
	%	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	-%	-%	-%	***%***
PPI 2nd Class	*	-	-	-	-	-	-	-	-	-	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	-%
Business Mail (previously Cleanmail)	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	***%***
PPI 1st Class	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted total	**298**	10	27	19	17	19	29	17	21	19	31	44	45	178
Weighted total	**277**	11	31	35	14	15	43	41	26	18	12	16	15	234
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	-	-	-	1	-	*	-	2	-	-	1	1	3
	2%	*-%*	*-%*	*-%*	*10%*	*-%*	**%*	*-%*	*7%*	*-%*	*-%*	*3%*	*6%*	*1%*
None of these (DO NOT READ OUT)	**255**	11	30	32	12	14	41	38	24	17	10	15	12	218
	92%	*100%*	*95%*	*92%*	*90%*	*91%*	*94%*	*94%*	*92%*	*92%*	*87%*	*90%*	*79%*	*93%* l
Don't Know (DO NOT READ OUT)	**11**	-	2	*	-	1	2	-	-	1	1	1	2	7
	4%	*-%*	*5%*	*1%*	*-%*	*8%*	*6%*	*-%*	*-%*	*7%*	*8%*	*6%*	*15%* m	*3%*
NET: Business Mail (previously known as Cleanmail)	**1**	-	-	-	-	*	-	-	*	*	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	**%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Walksort	**2**	-	-	-	-	-	-	2	-	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
NET: PPI	*	-	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*

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

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**298**	23	34	5	23	67	17	122	207	48	27	16	91	130	168
Weighted total	**277**	23	28	5	22	62	13	113	262	7	4	3	15	135	142
Royal Mail 48™(Previously known as Packetsort)	**3**	-	-	-	3	-	-	-	3	-	-	-	-	3	*
	1%	-%	-%	-%	*14%*	-%	-%	-%	*1%*	-%	-%	-%	-%	*2%*	*%*
Royal Mail 24™ (Previously known as Packetpost)	**3**	-	-	-	3	-	-	-	3	-	-	-	-	3	*
	1%	-%	-%	-%	*14%*	-%	-%	-%	*1%*	-%	-%	-%	-%	*2%*	*%*
Walksort 2nd Class	**2**	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	*2%*	*1%*	-%	-%	-%	-%	-%	*2%*
Business Mail 1st Class (previously Cleanmail Plus)	*	-	*	-	-	-	-	*	-	*	-	-	*	*	*
	%	-%	*1%*	-%	-%	-%	-%	*%*	-%	*6%* a	-%	-%	*3%* a	*%*	*%*
PPI 2nd Class	*	-	-	-	-	*	-	-	-	*	-	*	*	*	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%*	-%	*4%*	*1%*	*%*	-%
Business Mail (previously Cleanmail)	*	*	-	-	-	-	-	-	-	-	-	*	*	-	*
	%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*6%*	*1%*	-%	*%*
PPI 1st Class	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%*	-%	-%	*1%*	*%*	-%
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**298**	23	34	5	23	67	17	122	207	48	27	16	91	130	168
Weighted total	**277**	23	28	5	22	62	13	113	262	7	4	3	15	135	142
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	2	2	-	-	1	-	1	4	-	1	-	1	2	3
	2%	*7%*	*7%* g	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*-%*	*15%*	*-%*	*4%*	*2%*	*2%*
None of these (DO NOT READ OUT)	**255**	21	24	5	18	55	12	108	242	7	3	3	13	127	128
	92%	*92%*	*87%*	*100%*	*84%*	*89%*	*96%*	*95%*	*92%*	*90%*	*83%*	*90%*	*88%*	*94%*	*90%*
Don't Know (DO NOT READ OUT)	**11**	-	2	-	*	6	*	2	11	*	*	-	*	3	8
	4%	*-%*	*6%*	*-%*	*2%*	*10%* g	*4%*	*2%*	*4%*	*3%*	*2%*	*-%*	*2%*	*2%*	*6%*
NET: Business Mail (previously known as Cleanmail)	**1**	*	*	-	-	-	-	*	-	*	-	*	1	*	*
	%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*6%* a	*-%*	*6%*	*4%* a	*%*	*%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Walksort	**2**	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
NET: PPI	*	-	-	-	-	*	-	-	-	*	-	*	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%*	*1%*	*%*	*-%*

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

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	**298**	99	23	23	12	204	94	50	154	94	97	65	56	31	25	23	-
Weighted total	**277**	121	18	13	2	222	55	56	166	55	118	74	44	16	14	9	-
Royal Mail 48™(Previously known as Packetsort)	**3**	*	-	-	-	3	-	-	3	-	-	*	3	-	-	-	-
	1%	**%*	-%	-%	-%	*1%*	-%	-%	*2%*	-%	-%	*1%*	*6%* a	-%	-%	-%	-%
Royal Mail 24™ (Previously known as Packetpost)	**3**	*	-	-	-	3	-	-	3	-	-	*	3	-	-	-	-
	1%	**%*	-%	-%	-%	*1%*	-%	-%	*2%*	-%	-%	*1%*	*6%* a	-%	-%	-%	-%
Walksort 2nd Class	**2**	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	1%	*2%*	-%	-%	-%	*1%*	-%	-%	*1%*	-%	*2%*	-%	-%	-%	-%	-%	-%
Business Mail 1st Class (previously Cleanmail Plus)	*	-	-	-	-	*	*	-	*	*	-	-	-	*	-	*	-
	****%***	-%	-%	-%	-%	**%*	**%*	-%	**%*	**%*	-%	-%	-%	*1%*	-%	*2%*	-%
PPI 2nd Class	*	-	-	-	-	-	*	-	-	*	-	-	-	*	*	-	-
	****%***	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%	-%	-%	*1%*	*1%*	-%	-%
Business Mail (previously Cleanmail)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	****%***	-%	-%	-%	*7%*	-%	**%*	-%	-%	**%*	-%	-%	-%	-%	-%	*2%*	-%
PPI 1st Class	*	-	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	****%***	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%	-%	-%	-%	*1%*	-%	-%
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	**298**	99	23	23	12	204	94	50	154	94	97	65	56	31	25	23	-
Weighted total	**277**	121	18	13	2	222	55	56	166	55	118	74	44	16	14	9	-
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	3	*	*	*	2	3	-	2	3	3	1	*	*	*	*	-
	2%	*3%*	*3%*	*1%*	*11%*	*1%*	*5%* a	*-%*	*1%*	*5%*	*2%*	*1%*	**%*	*1%*	*3%*	*3%*	*-%*
None of these (DO NOT READ OUT)	**255**	111	18	13	2	204	51	53	150	51	107	70	40	16	13	8	-
	92%	*92%*	*97%*	*99%*	*81%*	*92%*	*93%*	*95%*	*91%*	*93%*	*90%*	*95%*	*92%*	*94%*	*94%*	*88%*	*-%*
Don't Know (DO NOT READ OUT)	**11**	4	-	-	-	10	1	3	7	1	6	3	1	*	*	*	-
	4%	*3%*	*-%*	*-%*	*-%*	*5%*	*1%*	*5%*	*4%*	*1%*	*5%*	*3%*	*2%*	*3%*	*2%*	*5%*	*-%*
NET: Business Mail (previously known as Cleanmail)	**1**	-	-	-	*	*	*	-	*	*	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*7%*	**%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%*	*-%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Walksort	**2**	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: PPI	*	-	-	-	-	-	*	-	-	*	-	-	-	*	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*

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

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	**298**	145	15	10	7	6	283	15	264	34	218	78	2
Weighted total	**277**	142	9	5	6	3	262	15	246	31	204	72	1
Royal Mail 48™(Previously known as Packetsort)	**3**	3	-	-	-	-	3	-	3	*	3	*	-
	1%	*2%*	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*1%*	*1%*	-%
Royal Mail 24™ (Previously known as Packetpost)	**3**	3	-	-	-	-	3	-	3	*	3	*	-
	1%	*2%*	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*1%*	*1%*	-%
Walksort 2nd Class	**2**	2	-	-	-	-	2	-	2	-	2	-	-
	1%	*2%*	-%	-%	-%	-%	*1%*	-%	*1%*	-%	*1%*	-%	-%
Business Mail 1st Class (previously Cleanmail Plus)	*	*	-	-	-	-	*	-	*	-	*	*	-
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	*%*	-%
PPI 2nd Class	*	-	-	-	-	*	*	-	*	*	*	*	-
	%	-%	-%	-%	-%	*6%*	*%*	-%	*%*	*%*	*%*	*%*	-%
Business Mail (previously Cleanmail)	*	*	-	-	-	-	*	-	*	-	-	*	-
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	*%*	-%
PPI 1st Class	*	-	-	-	-	*	*	-	-	*	-	*	-
	%	-%	-%	-%	-%	*3%*	*%*	-%	-%	*%*	-%	*%*	-%
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	**298**	145	15	10	7	6	283	15	264	34	218	78	2
Weighted total	**277**	142	9	5	6	3	262	15	246	31	204	72	1
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	1	*	2	-	*	5	-	5	*	4	1	-
	2%	*1%*	*2%*	*44%*	*-%*	*5%*	*2%*	*-%*	*2%*	*1%*	*2%*	*2%*	*-%*
None of these (DO NOT READ OUT)	**255**	129	9	3	6	3	240	15	225	30	187	68	-
	92%	*91%*	*92%*	*56%*	*100%*	*89%*	*92%*	*96%*	*92%*	*96%*	*92%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	**11**	6	1	-	-	-	10	1	10	1	8	2	1
	4%	*4%*	*6%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*2%*	*4%*	*3%*	*100%*
NET: Business Mail (previously known as Cleanmail)	**1**	*	-	-	-	-	1	-	1	-	*	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*1%*	*-%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Walksort	**2**	2	-	-	-	-	2	-	2	-	2	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
NET: PPI	*	-	-	-	-	*	*	-	*	*	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*6%*	*%*	*-%*	*%*	*%*	*%*	*%*	*-%*

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

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**298**	126	75	97	287	224	291	143	298	64	251	92	6	85	102	291	34
Weighted total	**277**	123	76	77	265	196	269	135	277	57	231	85	4	76	95	269	24
Royal Mail 48™(Previously known as Packetsort)	**3**	3	*	-	3	3	3	3	3	-	3	-	-	3	3	3	3
	1%	*2%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*4%*	*3%*	*1%*	*11%* b
Royal Mail 24™ (Previously known as Packetpost)	**3**	3	*	-	3	3	3	3	3	-	3	-	-	3	3	3	3
	1%	*2%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*4%*	*3%*	*1%*	*11%* b
Walksort 2nd Class	**2**	-	2	-	2	2	2	2	2	-	2	-	-	2	2	2	-
	1%	*-%*	*3%* a	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*3%*	*3%*	*1%*	*-%*
Business Mail 1st Class (previously Cleanmail Plus)	*	*	-	*	*	*	*	*	*	-	*	-	*	-	*	*	-
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*5%*	*-%*	*%*	*%*	*-%*
PPI 2nd Class	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	%	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*
Business Mail (previously Cleanmail)	*	-	-	*	*	*	*	*	*	*	*	*	-	-	-	*	-
	%	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*
PPI 1st Class	*	-	-	*	-	*	*	*	*	*	-	*	-	-	-	*	*
	%	*-%*	*-%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*%*
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**298**	126	75	97	287	224	291	143	298	64	251	92	6	85	102	291	34
Weighted total	**277**	123	76	77	265	196	269	135	277	57	231	85	4	76	95	269	24
Sustainable Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	1	*	4	5	2	5	4	5	2	5	4	-	-	4	5	*
	2%	*1%*	*1%*	*5%*	*2%*	*1%*	*2%*	*3%*	*2%*	*4%*	*2%*	*4%*	*-%*	*-%*	*4%*	*2%*	*1%*
None of these (DO NOT READ OUT)	**255**	113	70	72	245	181	249	121	255	55	210	76	4	69	83	250	21
	92%	*92%*	*92%*	*93%*	*93%*	*92%*	*93%*	*89%*	*92%*	*95%*	*91%*	*88%*	*95%*	*92%*	*87%*	*93%*	*88%*
Don't Know (DO NOT READ OUT)	**11**	7	3	1	8	6	8	5	11	-	10	6	-	1	3	8	-
	4%	*5%*	*4%*	*2%*	*3%*	*3%*	*3%*	*4%*	*4%*	*-%*	*4%*	*7%* c	*-%*	*1%*	*3%*	*3%*	*-%*
NET: Business Mail (previously known as Cleanmail)	**1**	*	-	*	1	*	1	*	1	*	*	*	*	-	*	1	-
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*5%*	*-%*	*%*	*%*	*-%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Walksort	**2**	-	2	-	2	2	2	2	2	-	2	-	-	2	2	2	-
	1%	*-%*	*3%* a	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*3%*	*3%*	*1%*	*-%*
NET: PPI	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	%	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*

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

Ofcom; Business Postal Tracker
Table 49 (continuation)

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**298**	238	216	24	6	261	291	269	294	237	294	1	188	290	37	47	214	35
Weighted total	**277**	214	180	13	6	254	271	243	272	227	273	3	179	269	33	41	205	30
Royal Mail 48™(Previously known as Packetsort)	**3**	3	3	-	-	3	3	3	3	3	3	-	3	3	3	-	3	*
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*8%* **ab**	*-%*	*1%*	*1%*
Royal Mail 24™ (Previously known as Packetpost)	**3**	3	3	-	-	3	3	3	3	3	3	-	3	3	3	-	3	*
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*8%* **ab**	*-%*	*1%*	*1%*
Walksort 2nd Class	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	-	2
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*8%* b
Business Mail 1st Class (previously Cleanmail Plus)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*1%*	*%*	*-%*
PPI 2nd Class	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	*	*	-
	%	*%*	*%*	*2%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*%*	*-%*
Business Mail (previously Cleanmail)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*
PPI 1st Class	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	%	*%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Sustainable Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**298**	238	216	24	6	261	291	269	294	237	294	1	188	290	37	47	214	35
Weighted total	**277**	214	180	13	6	254	271	243	272	227	273	3	179	269	33	41	205	30
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	2	4	*	-	5	5	5	5	4	5	-	3	5	1	1	4	*
	2%	*1%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*
None of these (DO NOT READ OUT)	**255**	198	166	12	6	233	249	221	250	208	251	3	161	247	27	39	188	27
	92%	*93%*	*92%*	*97%*	*100%*	*92%*	*92%*	*91%*	*92%*	*91%*	*92%*	*100%*	*90%*	*92%* c	*82%*	*95%*	*92%*	*90%*
Don't Know (DO NOT READ OUT)	**11**	7	4	-	-	10	11	11	11	9	11	-	9	10	2	1	10	-
	4%	*3%*	*2%*	*-%*	*-%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*5%*	*4%*	*7%*	*2%*	*5%*	*-%*
NET: Business Mail (previously known as Cleanmail)	**1**	*	1	-	-	1	1	1	1	1	1	-	*	1	*	*	*	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*1%*	*%*	*-%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Walksort	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	-	2
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*8%* b
NET: PPI	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	*	*	-
	%	*%*	*%*	*2%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*%*	*-%*

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

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	**298**	25	13	259	187	111	274	24	251	14	57	239	11	44
Weighted total	**277**	19	12	243	167	110	250	27	234	11	57	219	3	40
Royal Mail 48™(Previously known as Packetsort)	**3**	*	-	3	3	-	3	-	-	3	3	-	-	*
	1%	*2%*	*-%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*25%*	*5%* b	*-%*	*-%*	*1%*
Royal Mail 24™ (Previously known as Packetpost)	**3**	*	-	3	3	-	3	-	-	3	3	-	-	*
	1%	*2%*	*-%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*25%*	*5%* b	*-%*	*-%*	*1%*
Walksort 2nd Class	**2**	-	2	-	2	-	2	-	-	-	2	-	-	-
	1%	*-%*	*20%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*4%* b	*-%*	*-%*	*-%*
Business Mail 1st Class (previously Cleanmail Plus)	*	*	-	*	-	*	*	-	*	-	-	*	-	*
	%	*1%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*1%*
PPI 2nd Class	*	*	-	*	*	-	*	-	*	-	-	*	*	-
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*3%*	*-%*
Business Mail (previously Cleanmail)	*	-	-	*	-	*	*	-	-	*	*	-	-	-
	%	*-%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*2%*	*%*	*-%*	*-%*	*-%*
PPI 1st Class	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	%	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*3%*	*-%*
Business Mail Advance (previously Cleanmail Advance)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publishing Mail Premium	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Royal Mail International Bulk Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	298	25	13	259	187	111	274	24	251	14	57	239	11	44
Weighted total	277	19	12	243	167	110	250	27	234	11	57	219	3	40
MarketReach (previously known as) Mail Media	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	5	1	-	4	1	4	5	-	3	*	1	4	1	*
	2%	4%	-%	2%	1%	3%	2%	-%	1%	2%	1%	2%	22%	1%
None of these (DO NOT READ OUT)	255	17	10	225	153	102	228	26	221	8	51	204	2	36
	92%	91%	80%	93%	92%	92%	91%	98%	94%	72%	89%	93%	75%	90%
Don't Know (DO NOT READ OUT)	11	*	-	11	7	4	10	*	10	-	-	10	-	3
	4%	*%	-%	4%	4%	4%	4%	2%	4%	-%	-%	5%	-%	7%
NET: Business Mail (previously known as Cleanmail)	1	*	-	*	-	1	1	-	*	*	*	*	-	*
	*%	1%	-%	*%	-%	1%	*%	-%	*%	2%	*%	*%	-%	1%
NET: Publishing Mail (previously known as Presstream)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Walksort	2	-	2	-	2	-	2	-	-	-	2	-	-	-
	1%	-%	20%	-%	1%	-%	1%	-%	-%	-%	4%	-%	-%	-%
											b			
NET: PPI	*	*	-	*	*	-	*	-	*	-	-	*	*	-
	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	3%	-%

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

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		a	***b**	a	b	c	***a**	b	c
Unweighted total	**298**	47	-	41	51	46	27	34	99
Weighted total	**277**	36	-	34	44	49	22	29	100
Royal Mail 48™(Previously known as Packetsort)	**3**	*	-	-	-	-	-	3	*
	1%	*1%*	-%	-%	-%	-%	-%	*9%* c	**%*
Royal Mail 24™ (Previously known as Packetpost)	**3**	*	-	-	-	-	-	3	*
	1%	*1%*	-%	-%	-%	-%	-%	*9%* c	**%*
Walksort 2nd Class	**2**	-	-	-	2	-	-	-	-
	1%	-%	-%	-%	*5%*	-%	-%	-%	-%
Business Mail 1st Class (previously Cleanmail Plus)	*	*	-	-	-	-	-	*	*
	****%***	*1%*	-%	-%	-%	-%	-%	*1%*	**%*
PPI 2nd Class	*	*	-	-	*	-	*	-	-
	****%***	**%*	-%	-%	**%*	-%	**%*	-%	-%
Business Mail (previously Cleanmail)	*	-	-	*	-	-	-	-	-
	****%***	-%	-%	*1%*	-%	-%	-%	-%	-%
PPI 1st Class	*	*	-	-	-	-	*	-	-
	****%***	**%*	-%	-%	-%	-%	**%*	-%	-%
Business Mail Advance (previously Cleanmail Advance)	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Premium	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Royal Mail International Bulk Mail	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MarketReach (previously known as) Mail Media	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?
Base: All respondents who send bulk mail (Q1 and Q2)

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		a	***b**	a	b	c	***a**	b	c
Unweighted total	**298**	47	-	41	51	46	27	34	99
Weighted total	**277**	36	-	34	44	49	22	29	100
Other (DO NOT READ OUT, PLEASE SPECIFY)	**5**	1	-	*	1	3	*	1	-
	2%	*3%*	*-%*	*1%*	*1%*	*6%*	*1%*	*2%*	*-%*
None of these (DO NOT READ OUT)	**255**	31	-	33	38	42	17	25	99
	92%	*86%*	*-%*	*98%*	*87%*	*87%*	*77%*	*86%*	*99%* b
Don't Know (DO NOT READ OUT)	**11**	3	-	-	2	3	5	1	*
	4%	*8%*	*-%*	*-%*	*5%*	*6%*	*21%*	*2%*	**%*
NET: Business Mail (previously known as Cleanmail)	**1**	*	-	*	-	-	-	*	*
	****%***	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	**%*
NET: Publishing Mail (previously known as Presstream)	**-**	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Walksort	**2**	-	-	-	2	-	-	-	-
	1%	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*
NET: PPI	*	*	-	-	*	-	*	-	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker

Table 50

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?

Unsorted bulk mail Letters and Large Letters

Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**	m
Unweighted total	**100**	7	3	8	6	8	8	4	6	10	13	21	6	60
Weighted total	**84**	9	3	13	4	7	13	9	4	8	4	7	2	71
Yes	**6**	-	-	*	-	-	2	2	-	-	-	*	-	5
	7%	*-%*	*-%*	*3%*	*-%*	*-%*	*18%*	*25%*	*-%*	*-%*	*-%*	*6%*	*-%*	*7%*
No	**71**	8	3	10	4	7	8	7	4	8	4	6	2	59
	84%	*84%*	*94%*	*79%*	*100%*	*100%*	*63%*	*75%*	*100%*	*100%*	*88%*	*79%*	*100%*	*84%*
Don't know	**8**	1	*	2	-	-	2	-	-	-	1	1	-	6
	10%	*16%*	*6%*	*18%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*	*12%*	*15%*	*-%*	*9%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**100**	6	9	2	7	21	4	46	66	21	6	7	34	36	64
Weighted total	**84**	3	7	1	6	17	4	41	77	4	1	2	7	29	55
Yes	**6**	-	*	-	-	2	-	3	5	*	-	-	*	*	5
	7%	*-%*	*5%*	*-%*	*-%*	*14%*	*-%*	*7%*	*7%*	*9%*	*-%*	*-%*	*5%*	*1%*	*9%*
No	**71**	3	7	1	6	12	4	33	65	3	1	2	6	26	44
	84%	*100%*	*95%*	*100%*	*100%*	*71%*	*100%*	*80%*	*84%*	*81%*	*92%*	*100%*	*87%*	*90%*	*81%*
Don't know	**8**	-	-	-	-	2	-	5	7	*	*	-	1	3	5
	10%	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*13%*	*10%*	*10%*	*8%*	*-%*	*7%*	*9%*	*10%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**100**	31	12	8	3	62	38	11	51	38	35	17	18	14	9	5	1
Weighted total	**84**	30	7	5	*	55	29	11	44	29	39	9	18	7	4	1	2
Yes	**6**	-	-	-	-	*	5	-	*	5	3	-	*	-	-	-	2
	7%	*-%*	*-%*	*-%*	*-%*	*1%*	*17%* a	*-%*	*1%*	*17%* b	*7%*	*-%*	*2%*	*-%*	*-%*	*-%*	*100%*
No	**71**	30	7	2	*	50	21	11	39	21	36	9	14	5	4	*	-
	84%	*100%*	*88%*	*48%*	*76%*	*91%* b	*71%*	*100%*	*89%* c	*71%*	*93%*	*93%*	*75%*	*67%*	*97%*	*45%*	*-%*
Don't know	**8**	-	1	2	*	4	4	-	4	4	-	1	4	2	*	1	-
	10%	*-%*	*12%*	*52%*	*24%*	*8%*	*12%*	*-%*	*10%*	*12%*	*-%*	*7%*	*23%*	*33%*	*3%*	*55%*	*-%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**100**	51	7	4	3	5	91	9	87	13	72	28	-
Weighted total	**84**	37	12	4	2	2	72	12	67	17	56	29	-
Yes	**6**	3	2	*	-	-	3	2	3	2	1	5	-
	7%	*8%*	*20%*	*9%*	*-%*	*-%*	*4%*	*20%*	*5%*	*14%*	*1%*	*17%*	*-%*
No	**71**	32	10	1	2	1	61	9	56	14	50	21	-
	84%	*86%*	*80%*	*35%*	*100%*	*65%*	*85%*	*80%*	*84%*	*85%*	*89%*	*73%*	*-%*
Don't know	**8**	3	-	2	-	1	8	-	8	*	5	3	-
	10%	*7%*	*-%*	*56%*	*-%*	*35%*	*11%*	*-%*	*12%*	*1%*	*9%*	*10%*	*-%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**100**	45	21	34	95	77	98	55	100	31	81	36	1	33	48	99	20
Weighted total	**84**	42	17	25	77	60	82	46	84	27	61	33	*	23	38	84	16
Yes	**6**	3	-	3	3	6	6	6	6	3	6	6	-	-	3	6	5
	7%	*7%*	*-%*	*11%*	*4%*	*9%*	*7%*	*12%*	*7%*	*12%*	*9%*	*17%* c	*-%*	*-%*	*8%*	*7%*	*31%*
No	**71**	37	17	17	66	50	68	37	71	21	52	25	*	21	31	71	8
	84%	*87%* c	*100%*	*67%*	*85%*	*84%*	*83%*	*81%*	*84%*	*78%*	*86%*	*75%*	*100%*	*89%*	*83%*	*84%*	*51%*
Don't know	**8**	3	-	5	8	4	8	3	8	3	3	3	-	3	3	8	3
	10%	*6%*	*-%*	*22%* a	*10%*	*7%*	*10%*	*7%*	*10%*	*11%*	*5%*	*9%*	*-%*	*11%*	*9%*	*10%*	*18%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	b	***c**
Unweighted total	**100**	78	73	8	-	87	97	88	97	79	98	-	69	94	14	15	77	8
Weighted total	**84**	63	58	9	-	68	80	69	80	59	81	-	53	76	9	15	60	10
Yes	**6**	6	3	3	-	3	6	6	6	3	6	-	3	6	*	2	3	-
	7%	*9%*	*5%*	*32%*	*-%*	*4%*	*7%*	*8%*	*7%*	*5%*	*7%*	*-%*	*5%*	*7%*	*4%*	*16%*	*5%*	*-%*
No	**71**	54	47	6	-	57	67	57	67	51	68	-	44	63	8	12	49	9
	84%	*85%*	*81%*	*68%*	*-%*	*84%*	*83%*	*83%*	*83%*	*85%*	*83%*	*-%*	*82%*	*82%*	*90%*	*79%*	*83%*	*99%*
Don't know	**8**	4	8	-	-	8	8	6	8	6	8	-	7	8	1	1	7	*
	10%	*6%*	*14%*	*-%*	*-%*	*12%*	*10%*	*9%*	*10%*	*10%*	*10%*	*-%*	*13%*	*10%*	*6%*	*6%*	*12%*	*1%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	***b**	***a**	b	***a**	***b**
Unweighted total	**100**	10	6	84	68	32	96	4	77	8	26	74	5	15
Weighted total	**84**	11	4	69	59	25	79	5	58	9	25	59	4	13
Yes	**6**	2	-	3	3	3	6	-	3	*	*	5	-	-
	7%	*21%*	*-%*	*5%*	*5%*	*11%*	*7%*	*-%*	*5%*	*5%*	*2%*	*9%*	*-%*	*-%*
No	**71**	9	4	58	51	20	66	5	52	5	21	50	2	12
	84%	*79%*	*100%*	*84%*	*87%*	*78%*	*83%*	*100%*	*88%*	*59%*	*83%*	*84%*	*42%*	*97%*
Don't know	**8**	*	-	8	5	3	8	-	4	3	4	4	2	*
	10%	*1%*	*-%*	*11%*	*9%*	*12%*	*10%*	*-%*	*7%*	*36%*	*16%*	*7%*	*58%*	*3%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Unsorted bulk mail Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

		Satisfaction with other main provider		Month		
	TOTAL	Satisfied	Dissatisfied	Oct	Nov	Dec
Significance Level: 95%		*a	*b	a	*b	c
Unweighted total	**100**	15	1	42	17	41
Weighted total	**84**	13	*	28	19	37
Yes	**6**	-	-	3	2	-
	7%	*-%*	*-%*	*11%* c	*13%*	*-%*
No	**71**	13	*	23	16	32
	84%	*97%*	*100%*	*80%*	*87%*	*86%*
Don't know	**8**	*	-	3	*	5
	10%	*3%*	*-%*	*9%*	*1%*	*14%*

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

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Table 51

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?

Sorted bulk Letters and Large Letters

Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**	m
Unweighted total	**100**	7	3	8	6	8	8	4	6	10	13	21	6	60
Weighted total	**84**	9	3	13	4	7	13	9	4	8	4	7	2	71
Yes	**6**	-	-	*	-	*	-	2	-	1	1	1	-	5
	7%	*-%*	*-%*	*3%*	*-%*	*7%*	*-%*	*25%*	*-%*	*18%*	*12%*	*8%*	*-%*	*7%*
No	**69**	8	3	10	4	5	10	7	4	7	3	6	2	58
	82%	*84%*	*94%*	*79%*	*100%*	*75%*	*79%*	*75%*	*100%*	*82%*	*75%*	*77%*	*100%*	*82%*
Don't know	**10**	1	*	2	-	1	3	-	-	-	1	1	-	8
	11%	*16%*	*6%*	*18%*	*-%*	*18%*	*21%*	*-%*	*-%*	*-%*	*12%*	*15%*	*-%*	*11%*

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

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QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**100**	6	9	2	7	21	4	46	66	21	6	7	34	36	64
Weighted total	**84**	3	7	1	6	17	4	41	77	4	1	2	7	29	55
Yes	**6**	1	*	-	*	*	-	3	4	1	*	*	1	1	5
	7%	*40%*	*5%*	*-%*	*7%*	*1%*	*-%*	*8%*	*6%*	*26%*	*8%*	*7%*	*18%* a	*3%*	*9%*
No	**69**	2	6	1	6	14	4	32	64	3	1	1	5	25	44
	82%	*60%*	*79%*	*100%*	*93%*	*85%*	*100%*	*78%*	*83%*	*64%*	*56%*	*93%*	*69%*	*84%*	*81%*
Don't know	**10**	-	1	-	-	2	-	6	9	*	*	-	1	4	6
	11%	*-%*	*17%*	*-%*	*-%*	*15%*	*-%*	*14%*	*11%*	*10%*	*36%*	*-%*	*13%*	*13%*	*10%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**100**	31	12	8	3	62	38	11	51	38	35	17	18	14	9	5	1
Weighted total	**84**	30	7	5	*	55	29	11	44	29	39	9	18	7	4	1	2
Yes	**6**	*	*	*	*	3	3	1	1	3	4	1	1	1	*	*	-
	7%	*1%*	*6%*	*5%*	*24%*	*5%*	*10%*	*12%*	*3%*	*10%*	*9%*	*6%*	*3%*	*9%*	*6%*	*11%*	*-%*
No	**69**	28	6	2	*	48	21	10	38	21	34	8	13	4	3	*	2
	82%	*94%*	*83%*	*43%*	*52%*	*87%*	*72%*	*88%*	*87%*	*72%*	*88%*	*88%*	*73%*	*58%*	*83%*	*34%*	*100%*
Don't know	**10**	1	1	2	*	4	5	-	4	5	1	1	4	2	*	1	-
	11%	*4%*	*12%*	*52%*	*24%*	*8%*	*18%*	*-%*	*10%*	*18%*	*3%*	*7%*	*23%*	*33%*	*11%*	*55%*	*-%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**100**	51	7	4	3	5	91	9	87	13	72	28	-
Weighted total	**84**	37	12	4	2	2	72	12	67	17	56	29	-
Yes	**6**	1	4	*	-	-	2	4	2	4	2	4	-
	7%	*3%*	*30%*	*9%*	*-%*	*-%*	*3%*	*30%*	*3%*	*21%*	*4%*	*13%*	*-%*
No	**69**	32	8	1	2	1	61	8	57	12	48	21	-
	82%	*87%*	*70%*	*35%*	*100%*	*41%*	*84%*	*70%*	*85%*	*70%*	*86%*	*73%*	*-%*
Don't know	**10**	4	-	2	-	1	10	-	8	1	5	4	-
	11%	*10%*	*-%*	*56%*	*-%*	*59%*	*13%*	*-%*	*12%*	*8%*	*10%*	*15%*	*-%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**100**	45	21	34	95	77	98	55	100	31	81	36	1	33	48	99	20
Weighted total	**84**	42	17	25	77	60	82	46	84	27	61	33	*	23	38	84	16
Yes	**6**	5	-	1	3	5	6	5	6	4	6	5	-	*	3	6	3
	7%	*12%*	*-%*	*3%*	*4%*	*9%*	*7%*	*10%*	*7%*	*16%* a	*9%*	*14%*	*-%*	*1%*	*9%*	*7%*	*17%*
No	**69**	35	15	18	64	49	66	37	69	19	50	24	*	20	31	69	10
	82%	*82%*	*93%*	*74%*	*84%*	*82%*	*81%*	*81%*	*82%*	*69%*	*83%*	*72%*	*100%*	*88%*	*82%*	*82%*	*62%*
Don't know	**10**	3	1	6	10	6	10	4	10	4	5	4	-	3	4	10	3
	11%	*6%*	*7%*	*23%* a	*13%*	*10%*	*12%*	*9%*	*11%*	*15%*	*8%*	*14%*	*-%*	*11%*	*10%*	*11%*	*20%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	b	***c**
Unweighted total	**100**	78	73	8	-	87	97	88	97	79	98	-	69	94	14	15	77	8
Weighted total	**84**	63	58	9	-	68	80	69	80	59	81	-	53	76	9	15	60	10
Yes	**6**	4	3	*	-	5	6	6	6	6	6	-	4	6	1	2	4	-
	7%	*7%*	*5%*	*5%*	*-%*	*8%*	*7%*	*8%*	*7%*	*9%*	*7%*	*-%*	*8%*	*8%*	*9%*	*13%*	*6%*	*-%*
No	**69**	53	45	8	-	53	65	55	65	47	66	-	41	61	7	12	47	9
	82%	*85%*	*78%*	*95%*	*-%*	*78%*	*81%*	*80%*	*81%*	*79%*	*81%*	*-%*	*76%*	*80%*	*85%*	*79%*	*80%*	*99%*
Don't know	**10**	5	10	-	-	9	10	8	10	7	10	-	8	9	1	1	8	*
	11%	*8%*	*17%*	*-%*	*-%*	*14%*	*12%*	*11%*	*12%*	*12%*	*12%*	*-%*	*16%*	*12%*	*6%*	*8%*	*14%*	*1%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	***b**	***a**	b	***a**	***b**
Unweighted total	**100**	10	6	84	68	32	96	4	77	8	26	74	5	15
Weighted total	**84**	11	4	69	59	25	79	5	58	9	25	59	4	13
Yes	**6**	-	*	6	3	2	6	-	6	-	2	4	-	-
	7%	*-%*	*6%*	*8%*	*5%*	*10%*	*7%*	*-%*	*10%*	*-%*	*7%*	*7%*	*-%*	*-%*
No	**69**	11	3	54	49	20	65	4	47	6	20	49	2	12
	82%	*96%*	*94%*	*79%*	*83%*	*79%*	*82%*	*76%*	*80%*	*64%*	*78%*	*83%*	*42%*	*97%*
Don't know	**10**	*	-	9	7	3	8	1	6	3	4	6	2	*
	11%	*4%*	*-%*	*13%*	*11%*	*12%*	*11%*	*24%*	*10%*	*36%*	*16%*	*10%*	*58%*	*3%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Sorted bulk Letters and Large Letters
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Satisfaction with other main provider		Month		
		Satisfied	Dissatisfied	Oct	Nov	Dec
Significance Level: 95%		*a	*b	a	*b	c
Unweighted total	100	15	1	42	17	41
Weighted total	84	13	*	28	19	37
Yes	6	-	-	4	*	2
	7%	-%	-%	13%	2%	5%
No	69	13	*	21	18	30
	82%	97%	100%	72%	97%	81%
Don't know	10	*	-	4	*	5
	11%	3%	-%	15%	1%	14%

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

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Table 52

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?

Royal Mail Wholesale Access

Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**	m
Unweighted total	**100**	7	3	8	6	8	8	4	6	10	13	21	6	60
Weighted total	**84**	9	3	13	4	7	13	9	4	8	4	7	2	71
Yes	*****	-	-	-	-	-	-	-	-	*	-	-	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	**%*
No	**76**	8	3	10	4	7	11	9	4	8	4	6	2	64
	90%	*84%*	*94%*	*79%*	*100%*	*100%*	*82%*	*100%*	*100%*	*97%*	*88%*	*85%*	*100%*	*90%*
Don't know	**8**	1	*	3	-	-	2	-	-	-	1	1	-	7
	10%	*16%*	*6%*	*21%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*	*12%*	*15%*	*-%*	*10%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**100**	6	9	2	7	21	4	46	66	21	6	7	34	36	64
Weighted total	**84**	3	7	1	6	17	4	41	77	4	1	2	7	29	55
Yes	*	-	-	-	*	-	-	-	-	*	-	-	*	*	-
	*%	-%	-%	-%	4%	-%	-%	-%	-%	6%	-%	-%	3%	1%	-%
No	**76**	3	7	1	6	14	4	35	70	3	1	2	6	26	50
	90%	100%	95%	100%	96%	85%	100%	87%	90%	76%	92%	100%	84%	89%	90%
Don't know	**8**	-	*	-	-	2	-	5	7	1	*	-	1	3	5
	10%	-%	5%	-%	-%	15%	-%	13%	10%	19%	8%	-%	13%	10%	10%

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**100**	31	12	8	3	62	38	11	51	38	35	17	18	14	9	5	1
Weighted total	**84**	30	7	5	*	55	29	11	44	29	39	9	18	7	4	1	2
Yes	*	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-	-
	***%**	*-%*	*-%*	*5%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*
No	**76**	30	7	2	*	50	25	11	39	25	39	9	14	5	3	*	2
	90%	*100%*	*88%*	*43%*	*76%*	*91%*	*87%*	*100%*	*89%*	*87%*	*100%*	*93%*	*77%*	*67%*	*83%*	*45%*	*100%*
Don't know	**8**	-	1	2	*	4	4	-	4	4	-	1	4	2	*	1	-
	10%	*-%*	*12%*	*52%*	*24%*	*8%*	*13%*	*-%*	*10%*	*13%*	*-%*	*7%*	*23%*	*33%*	*11%*	*55%*	*-%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**100**	51	7	4	3	5	91	9	87	13	72	28	-
Weighted total	**84**	37	12	4	2	2	72	12	67	17	56	29	-
Yes	*	*	-	-	-	-	*	-	*	-	*	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
No	**76**	34	12	2	2	1	64	12	59	17	50	25	-
	90%	*92%*	*100%*	*44%*	*100%*	*65%*	*88%*	*100%*	*87%*	*99%*	*90%*	*89%*	*-%*
Don't know	**8**	3	-	2	-	1	8	-	8	*	5	3	-
	10%	*8%*	*-%*	*56%*	*-%*	*35%*	*12%*	*-%*	*12%*	*1%*	*9%*	*11%*	*-%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**100**	45	21	34	95	77	98	55	100	31	81	36	1	33	48	99	20
Weighted total	**84**	42	17	25	77	60	82	46	84	27	61	33	*	23	38	84	16
Yes	*	*	-	-	*	*	*	-	*	*	*	*	-	-	-	*	-
	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*
No	**76**	40	17	19	68	55	73	43	76	24	57	30	*	21	34	75	13
	90%	*93%* c	*100%*	*77%*	*89%*	*92%*	*89%*	*93%*	*90%*	*87%*	*94%*	*89%*	*100%*	*89%*	*90%*	*90%*	*80%*
Don't know	**8**	3	-	6	8	5	8	3	8	3	4	3	-	3	4	8	3
	10%	*6%*	*-%*	*23%* a	*11%*	*8%*	*10%*	*7%*	*10%*	*12%*	*6%*	*10%*	*-%*	*11%*	*10%*	*10%*	*20%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	b	***c**
Unweighted total	**100**	78	73	8	-	87	97	88	97	79	98	-	69	94	14	15	77	8
Weighted total	**84**	63	58	9	-	68	80	69	80	59	81	-	53	76	9	15	60	10
Yes	*	*	-	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-
	%	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
No	**76**	59	49	9	-	59	72	62	72	54	73	-	46	68	8	14	52	9
	90%	*93%*	*85%*	*100%*	*-%*	*87%*	*89%*	*90%*	*89%*	*90%*	*89%*	*-%*	*86%*	*89%*	*94%*	*94%*	*87%*	*99%*
Don't know	**8**	4	8	-	-	8	8	6	8	6	8	-	7	8	1	1	7	*
	10%	*7%*	*15%*	*-%*	*-%*	*12%*	*10%*	*9%*	*10%*	*10%*	*10%*	*-%*	*14%*	*11%*	*6%*	*6%*	*12%*	*1%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	***b**	***a**	b	***a**	***b**
Unweighted total	**100**	10	6	84	68	32	96	4	77	8	26	74	5	15
Weighted total	**84**	11	4	69	59	25	79	5	58	9	25	59	4	13
Yes	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	***%**	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
No	**76**	11	4	61	53	22	70	5	54	6	22	54	1	12
	90%	*99%*	*100%*	*88%*	*91%*	*88%*	*89%*	*100%*	*92%*	*64%*	*84%*	*92%*	*34%*	*97%*
Don't know	**8**	*	-	8	5	3	8	-	4	3	4	4	3	*
	10%	*1%*	*-%*	*12%*	*9%*	*12%*	*11%*	*-%*	*7%*	*36%*	*16%*	*8%*	*66%*	*3%*

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

QV8 Do you use any of the following Royal Mail products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All RM who send letter, large lettes, parcels and packets (Q4)

	TOTAL	Satisfaction with other main provider		Month		
		Satisfied	Dissatisfied	Oct	Nov	Dec
Significance Level: 95%		*a	*b	a	*b	c
Unweighted total	100	15	1	42	17	41
Weighted total	84	13	*	28	19	37
Yes	*	-	-	*	-	-
	*%	-%	-%	1%	-%	-%
No	76	13	*	25	19	32
	90%	97%	100%	89%	99%	86%
Don't know	8	*	-	3	*	5
	10%	3%	-%	11%	1%	14%

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

Ofcom; Business Postal Tracker
Table 53

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1200	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	1200	72	123	134	70	86	188	182	93	84	57	61	50	1032
Letters	1165	69	121	129	70	84	185	174	92	80	53	59	49	1004
	97%	*95%*	*99%*	*96%*	*100%*	*97%*	*99%*	*96%*	*98%*	*96%*	*94%*	*98%*	*97%*	*97%*
					j									j
Other everyday correspondence, such as invoices, one off bills etc.	1072	69	110	112	62	74	171	156	85	79	52	56	46	917
	89%	*95%*	*90%*	*83%*	*89%*	*86%*	*91%*	*86%*	*91%*	*94%*	*92%*	*92%*	*92%*	*89%*
		c								c	c	c		
Advertising and promotional material, such as catalogues, brochures and direct mail	1022	62	104	107	61	73	146	167	78	74	51	55	44	872
	85%	*86%*	*84%*	*80%*	*88%*	*85%*	*77%*	*92%*	*84%*	*88%*	*90%*	*90%*	*88%*	*84%*
								cf			**cf**	**cf**	f	
Large letters	986	56	107	114	58	65	148	154	70	69	50	51	44	841
	82%	*78%*	*87%*	*85%*	*82%*	*75%*	*79%*	*85%*	*76%*	*82%*	*88%*	*84%*	*87%*	*82%*
			eh								**eh**		**eh**	
Publications, such as magazines, periodicals, customer newsletters	962	58	97	109	56	68	156	142	73	69	44	49	43	827
	80%	*80%*	*79%*	*81%*	*80%*	*79%*	*83%*	*78%*	*78%*	*82%*	*76%*	*80%*	*85%*	*80%*
Parcels and packets	933	61	89	103	51	63	156	142	74	64	45	47	37	803
	78%	*85%*	*73%*	*77%*	*73%*	*74%*	*83%*	*78%*	*79%*	*76%*	*79%*	*78%*	*74%*	*78%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	704	43	71	67	37	48	118	110	54	52	35	38	31	599
	59%	*59%*	*58%*	*50%*	*53%*	*55%*	*63%*	*60%*	*58%*	*62%*	*61%*	*63%*	*63%*	*58%*
Order fulfilment (sending ordered goods to customers)	536	33	51	62	27	38	91	78	39	46	27	27	18	464
	45%	*46%*	*41%*	*47%*	*38%*	*45%*	*48%*	*43%*	*42%*	*54%*	*47%*	*44%*	*36%*	*45%*
										dl				
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	5	-	-	3	-	-	-	2	-	-	-	*	-	5
	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
Other	5	-	-	-	1	-	2	-	-	1	-	*	-	5
	**%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Don't know	**1**	-	-	-	-	-	-	-	-	1	-	-	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*
										m				
NET: (Large) Letters, Parcels and packets	**1184**	72	121	131	70	84	188	177	93	81	56	61	49	1017
	99%	*100%*	*99%*	*98%*	*100%*	*97%*	*100%*	*97%*	*100%*	*97%*	*99%*	*100%*	*98%*	*99%*
												i		
NET: Other mail	**1170**	70	117	129	69	85	188	174	93	81	56	58	49	1006
	97%	*98%*	*95%*	*96%*	*98%*	*99%*	*100%*	*96%*	*100%*	*97%*	*98%*	*96%*	*99%*	*97%*
							bgk							
NET: None / DK / Ref	**6**	-	-	3	-	-	-	2	-	1	-	*	-	6
	1%	-%	-%	*2%*	-%	-%	-%	*1%*	-%	*1%*	-%	*%*	-%	*1%*

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

Ofcom; Business Postal Tracker
Table 53 (continuation)

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Letters	**1165**	116	103	15	84	303	57	450	1118	30	9	8	47	561	604
	97%	*97%*	*100%*	*93%*	*94%*	*98%*	*96%*	*97%*	*97%*	*98%*	*100%*	*97%*	*98%*	*97%*	*97%*
			d			d									
Other everyday correspondence, such as invoices, one off bills etc.	**1072**	114	99	15	79	276	51	401	1028	28	9	8	45	509	563
	89%	*96%*	*96%*	*90%*	*89%*	*89%*	*87%*	*87%*	*89%*	*92%*	*97%*	*90%*	*93%*	*88%*	*90%*
		efg	**efg**												
Advertising and promotional material, such as catalogues, brochures and direct mail	**1022**	106	94	15	80	259	42	388	979	27	9	8	44	481	542
	85%	*89%*	*91%*	*90%*	*90%*	*84%*	*72%*	*84%*	*85%*	*90%*	*94%*	*93%*	*91%*	*83%*	*87%*
		f	**efg**		f	f		f					a		
Large letters	**986**	94	94	14	68	257	53	374	942	27	9	8	44	476	509
	82%	*78%*	*90%*	*85%*	*77%*	*83%*	*90%*	*81%*	*82%*	*91%*	*97%*	*91%*	*92%*	*83%*	*82%*
			adg				d			a	a		a		
Publications, such as magazines, periodicals, customer newsletters	**962**	102	89	16	76	233	43	371	920	25	8	8	41	464	498
	80%	*85%*	*86%*	*97%*	*85%*	*75%*	*73%*	*80%*	*80%*	*84%*	*88%*	*91%*	*86%*	*80%*	*80%*
		e	**ef**		e								a		
Parcels and packets	**933**	91	95	13	63	261	37	341	892	26	8	7	41	459	474
	78%	*76%*	*92%*	*82%*	*70%*	*84%*	*63%*	*74%*	*77%*	*85%*	*90%*	*87%*	*86%*	*80%*	*76%*
			adefg			**adfg**				a	a		a		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**704**	67	70	10	53	194	38	256	672	20	7	5	32	337	367
	59%	*56%*	*67%*	*61%*	*59%*	*63%*	*64%*	*55%*	*58%*	*66%*	*74%*	*57%*	*66%*	*58%*	*59%*
			g			g				a	a		a		
Order fulfilment (sending ordered goods to customers)	**536**	50	52	8	39	128	15	215	512	15	6	4	24	284	252
	45%	*42%*	*50%*	*52%*	*43%*	*41%*	*26%*	*47%*	*44%*	*48%*	*59%*	*45%*	*50%*	*49%*	*40%*
		f	f		f	f		f			a			b	
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
None of these	**5**	-	-	-	-	2	-	3	5	-	-	*	*	3	2
	***%**	-%	-%	-%	-%	*1%*	-%	*1%*	*%*	-%	-%	*1%*	*%*	*%*	*%*
Other	**5**	-	1	-	*	-	-	4	5	-	-	-	-	1	4
	***%**	-%	*1%*	-%	*%*	-%	-%	*1%*	*%*	-%	-%	-%	-%	*%*	*1%*
Don't know	**1**	1	-	-	-	-	-	-	1	-	-	-	-	-	1
	***%**	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%	*%*
		g													
NET: (Large) Letters, Parcels and packets	**1184**	117	103	15	85	306	59	456	1136	30	9	8	47	571	613
	99%	*98%*	*100%*	*93%*	*96%*	*99%*	*100%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%*	*99%*	*98%*
			d			d		d							
NET: Other mail	**1170**	118	101	16	86	301	57	450	1123	29	9	8	47	565	605
	97%	*99%*	*97%*	*100%*	*96%*	*97%*	*97%*	*97%*	*98%*	*97%*	*99%*	*95%*	*97%*	*98%*	*97%*
NET: None / DK / Ref	**6**	1	-	-	-	2	-	3	6	-	-	*	*	3	4
	1%	*1%*	-%	-%	-%	*1%*	-%	*1%*	*1%*	-%	-%	*1%*	*%*	*%*	*1%*

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

Ofcom; Business Postal Tracker
Table 53 (continuation)

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1200	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	1200	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Letters	1165	557	56	64	5	932	233	328	605	233	690	203	141	60	34	16	3
	97%	96%	98%	100%	97%	97%	97%	97%	97%	97%	97%	96%	99%	99%	100%	100%	100%
Other everyday correspondence, such as invoices, one off bills etc.	1072	504	52	59	5	862	210	292	570	210	630	191	127	56	33	16	3
	89%	87%	91%	92%	91%	90%	88%	86%	92% a	88%	88%	90%	89%	93%	96%	99% a	100%
Advertising and promotional material, such as catalogues, brochures and direct mail	1022	491	49	57	5	819	203	283	536	203	611	179	118	49	33	16	*
	85%	85%	85%	89%	87%	85%	85%	84%	86%	85%	86%	85%	83%	81%	96% abcd	98% abcd	16%
Large letters	986	472	49	60	5	783	203	254	528	203	560	179	130	56	31	13	3
	82%	81%	86%	94% a	97%	81%	85%	75%	85% a	85% a	79%	84%	91% abf	94% abf	89% a	78%	100%
Publications, such as magazines, periodicals, customer newsletters	962	453	50	57	4	762	200	254	508	200	569	168	117	51	26	13	3
	80%	78%	88%	90% a	77%	79%	83%	75%	82% a	83% a	80%	79%	82%	84%	75%	77%	100%
Parcels and packets	933	436	54	60	4	720	213	234	486	213	555	151	115	47	29	15	*
	78%	75%	95% a	93% a	78%	75%	89% a	69%	78% a	89% ab	78% b	71%	81% b	78%	85% b	93% abd	16%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	704	343	35	45	4	566	137	184	383	137	425	116	86	33	26	8	*
	59%	59%	60%	70%	77%	59%	57%	54%	62% a	57%	60%	55%	60%	55%	76% abcdf	48%	16%
Order fulfilment (sending ordered goods to customers)	536	245	30	28	2	396	139	110	286	139	308	94	62	32	16	10	*
	45%	42%	51%	44%	40%	41%	58% a	32%	46% a	58% ab	43%	44%	43%	53%	47%	61% abc	16%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	5	5	-	-	-	5	-	*	5	-	*	5	-	-	-	-	-
	*%	1%	-%	-%	-%	1%	-%	*%	1%	-%	*%	2% a	-%	-%	-%	-%	-%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Other	**5**	4	1	-	-	5	*	-	5	*	2	2	*	-	-	-	-
	***%**	*1%*	*2%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't know	**1**	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Parcels and packets	**1184**	569	57	64	5	948	236	337	612	236	703	205	142	60	34	16	3
	99%	*98%*	*100%*	*100%*	*97%*	*99%*	*98%*	*99%*	*98%*	*98%*	*99%*	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*
											b		b				
NET: Other mail	**1170**	562	57	63	5	936	234	332	604	234	701	201	135	60	34	16	3
	97%	*97%*	*100%*	*98%*	*98%*	*97%*	*98%*	*98%*	*97%*	*98%*	*98%*	*94%*	*95%*	*99%*	*100%*	*99%*	*100%*
											bc						
NET: None / DK / Ref	**6**	5	-	-	-	6	-	*	6	-	*	6	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
												ac					

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

Ofcom; Business Postal Tracker
Table 53 (continuation)

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Letters	1165	484	55	39	24	21	1058	107	1014	151	883	275	8
	97%	98%	88%	100%	98%	88%	97%	100%	97%	98%	97%	96%	100%
		b		b									
Other everyday correspondence, such as invoices, one off bills etc.	1072	457	50	39	18	15	975	97	934	138	811	253	7
	89%	93%	80%	100%	72%	61%	89%	90%	89%	90%	90%	89%	94%
		b		b									
Advertising and promotional material, such as catalogues, brochures and direct mail	1022	432	51	37	22	18	929	93	885	137	762	253	7
	85%	88%	82%	94%	88%	76%	85%	87%	85%	90%	84%	88%	94%
Large letters	986	428	45	36	21	18	891	95	853	133	732	247	7
	82%	87%	72%	91%	84%	76%	82%	89%	82%	87%	81%	86%	92%
		b		b								a	
Publications, such as magazines, periodicals, customer newsletters	962	421	50	34	18	18	868	94	831	131	708	247	7
	80%	86%	80%	85%	72%	77%	79%	87%	79%	85%	78%	86%	89%
												a	
Parcels and packets	933	433	53	37	24	20	827	106	788	144	669	257	7
	78%	88%	85%	94%	100%	85%	76%	99%	75%	94%	74%	90%	89%
								a		a		a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	704	330	37	22	11	15	637	66	603	100	513	185	6
	59%	67%	59%	55%	43%	64%	58%	62%	58%	66%	57%	65%	77%
												a	
Order fulfilment (sending ordered goods to customers)	536	250	41	20	16	10	467	68	450	85	374	159	3
	45%	51%	65%	51%	67%	44%	43%	64%	43%	56%	41%	55%	34%
			a					a		a		a	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	5	-	2	-	-	-	5	-	3	2	3	2	-
	*%	-%	4%	-%	-%	-%	*%	-%	*%	2%	*%	1%	-%
			a							a			

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Other	**5**	4	-	-	-	-	4	1	2	4	1	4	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*2%* a	**%*	*1%* a	*-%*
Don't know	**1**	-	-	-	-	-	1	-	1	-	1	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
NET: (Large) Letters, Parcels and packets	**1184**	491	57	39	24	23	1076	107	1033	151	896	280	8
	99%	*100%* b	*92%*	*100%*	*100%*	*95%*	*99%*	*100%*	*99%*	*98%*	*99%*	*98%*	*100%*
NET: Other mail	**1170**	487	58	40	24	22	1063	107	1019	150	881	282	7
	97%	*99%* b	*92%*	*100%*	*100%*	*93%*	*97%*	*100%*	*97%*	*98%*	*97%*	*98%*	*94%*
NET: None / DK / Ref	**6**	-	2	-	-	-	6	-	4	2	4	2	-
	1%	*-%*	*4%* a	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*2%*	**%*	*1%*	*-%*

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

Ofcom; Business Postal Tracker
Table 53 (continuation)

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Letters	**1165**	626	213	313	1060	659	1089	508	351	250	775	332	5	283	407	1104	98
	97%	*97%*	*97%*	*96%*	*98%*	*98%*	*98%*	*97%*	*97%*	*94%*	*98%*	*96%*	*92%*	*99%*	*98%*	*98%*	*97%*
					f	f	f	f	f		f			a			
Other everyday correspondence, such as invoices, one off bills etc.	**1072**	582	191	288	992	630	1018	479	330	231	757	306	5	267	388	1024	94
	89%	*91%*	*87%*	*89%*	*92%*	*94%*	*91%*	*92%*	*91%*	*87%*	*96%*	*88%*	*83%*	*93%*	*93%*	*90%*	*93%*
					f	**cf**	f	f			**abcdef**			a			
Advertising and promotional material, such as catalogues, brochures and direct mail	**1022**	538	196	279	929	586	956	456	316	229	701	298	3	256	360	973	84
	85%	*84%*	*89%*	*86%*	*86%*	*87%*	*86%*	*87%*	*87%*	*86%*	*89%*	*86%*	*45%*	*90%*	*86%*	*86%*	*83%*
											ac						
Large letters	**986**	507	199	267	913	613	938	455	312	222	691	300	6	241	369	950	91
	82%	*79%*	*91%*	*82%*	*84%*	*92%*	*84%*	*87%*	*86%*	*83%*	*88%*	*87%*	*100%*	*84%*	*89%*	*84%*	*90%*
			ac			**acdefg**					**ac**				b		b
Publications, such as magazines, periodicals, customer newsletters	**962**	500	177	276	871	565	898	443	287	221	662	285	3	251	352	913	88
	80%	*78%*	*81%*	*85%*	*81%*	*84%*	*81%*	*85%*	*79%*	*83%*	*84%*	*82%*	*45%*	*88%*	*84%*	*81%*	*87%*
				a		**ace**		**ace**			**ace**						
Parcels and packets	**933**	503	176	243	842	550	870	480	287	241	626	312	6	247	365	884	87
	78%	*78%*	*80%*	*75%*	*78%*	*82%*	*78%*	*92%*	*79%*	*91%*	*80%*	*90%*	*100%*	*86%*	*88%*	*78%*	*86%*
						ac		**abceg**		**abceg**					b		b
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**704**	384	123	190	636	425	657	335	266	159	480	221	1	191	268	672	57
	59%	*60%*	*56%*	*59%*	*59%*	*63%*	*59%*	*64%*	*74%*	*60%*	*61%*	*64%*	*26%*	*67%*	*64%*	*59%*	*57%*
								ac	**abcdfg**								
Order fulfilment (sending ordered goods to customers)	**536**	304	78	149	478	288	496	268	152	176	385	210	2	124	223	509	58
	45%	*47%*	*36%*	*46%*	*44%*	*43%*	*44%*	*51%*	*42%*	*66%*	*49%*	*61%*	*29%*	*43%*	*54%*	*45%*	*58%*
		b		b				**abce**		**abcdeg**	**abe**	c			b		b
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**5**	-	3	2	5	2	5	2	3	2	-	2	-	-	2	5	-
	%	*-%*	*1%*	*1%*	*%*	*%*	*%*	*%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*%*	*-%*
			a	a					g	g							
Other	**5**	5	-	*	5	2	5	4	4	2	5	2	-	2	5	5	1
	%	*1%*	*-%*	*%*	*%*	*%*	*%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*1%*	*%*	*1%*
Don't know	**1**	-	-	1	1	1	1	-	-	-	1	-	-	-	1	1	-
	%	*-%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*
NET: (Large) Letters, Parcels and packets	**1184**	640	213	317	1073	665	1105	515	356	258	782	340	6	286	409	1121	101
	99%	*100%*	*97%*	*98%*	*99%*	*99%*	*99%*	*99%*	*99%*	*97%*	*99%*	*98%*	*100%*	*100%*	*98%*	*99%*	*100%*
		bc			f	f	f				f			a			
NET: Other mail	**1170**	630	210	316	1052	658	1086	512	355	261	781	339	6	282	407	1103	99
	97%	*98%*	*96%*	*97%*	*97%*	*98%*	*97%*	*98%*	*98%*	*98%*	*99%*	*98%*	*100%*	*99%*	*98%*	*97%*	*98%*
											ac						
NET: None / DK / Ref	**6**	-	3	4	6	4	6	2	3	2	1	2	-	-	4	6	-
	1%	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*
			a	a													

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

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Letters	**1165**	860	722	61	17	1060	1165	977	1165	917	1143	-	692	1135	166	158	890	114
	97%	*97%*	*98%*	*99%*	*100%*	*97%*	*100%*	*99%*	*99%*	*98%*	*98%*	*-%*	*98%*	*99%*	*100%*	*96%*	*98%*	*97%*
							bcde	e	**de**									
Other everyday correspondence, such as invoices, one off bills etc.	**1072**	800	680	56	17	972	1063	931	1069	873	1072	-	645	1043	160	147	823	99
	89%	*91%*	*92%*	*92%*	*100%*	*89%*	*91%*	*94%*	*91%*	*94%*	*92%*	*-%*	*91%*	*91%*	*96%*	*89%*	*90%*	*84%*
								ace		**ac**					**ab**		c	
Advertising and promotional material, such as catalogues, brochures and direct mail	**1022**	770	640	48	15	934	1007	890	1013	846	1022	-	640	994	151	135	783	101
	85%	*87%*	*87%*	*78%*	*89%*	*85%*	*86%*	*90%*	*86%*	*91%*	*87%*	*-%*	*91%*	*87%*	*91%*	*82%*	*86%*	*86%*
								ace		**ace**			b					
Large letters	**986**	753	618	53	17	891	977	986	986	832	978	-	625	965	153	133	756	93
	82%	*85%*	*84%*	*87%*	*97%*	*81%*	*84%*	*100%*	*84%*	*89%*	*84%*	*-%*	*89%*	*84%*	*92%*	*81%*	*83%*	*79%*
								acde		**ace**			b		b			
Publications, such as magazines, periodicals, customer newsletters	**962**	718	603	54	15	866	947	835	951	801	962	-	592	928	148	129	731	98
	80%	*81%*	*82%*	*88%*	*88%*	*79%*	*81%*	*85%*	*81%*	*86%*	*82%*	*-%*	*84%*	*81%*	*89%*	*78%*	*80%*	*84%*
								ac		**ace**					b			
Parcels and packets	**933**	685	564	48	12	850	917	832	923	933	928	-	660	906	154	139	697	94
	78%	*78%*	*76%*	*78%*	*70%*	*78%*	*79%*	*84%*	*79%*	*100%*	*79%*	*-%*	*94%*	*79%*	*92%*	*84%*	*76%*	*80%*
								ace		**abce**			b		b	b		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**704**	546	445	37	14	634	698	628	699	601	704	-	471	690	110	98	545	58
	59%	*62%*	*60%*	*61%*	*82%*	*58%*	*60%*	*64%*	*60%*	*64%*	*60%*	*-%*	*67%*	*60%*	*66%*	*59%*	*60%*	*49%*
								c		**ace**			b				c	
Order fulfilment (sending ordered goods to customers)	**536**	379	329	31	5	484	519	458	524	477	536	-	341	517	108	67	418	47
	45%	*43%*	*45%*	*50%*	*29%*	*44%*	*45%*	*46%*	*45%*	*51%*	*46%*	*-%*	*48%*	*45%*	*65%*	*41%*	*46%*	*40%*
										abce					**ab**			
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
None of these	**5**	3	2	-	-	5	-	-	-	-	-	5	-	-	-	3	*	-
	***%**	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	*81%*	-%	-%	-%	*2%* b	*%	-%
Other	**5**	5	5	-	-	5	5	3	5	2	5	-	2	5	2	2	3	-
	***%**	*1%*	*1%*	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%*	*1%*	*%	-%
Don't know	**1**	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-
	***%**	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	*19%*	-%	-%	-%	-%	*%	-%
NET: (Large) Letters, Parcels and packets	**1184**	874	730	62	17	1079	1165	986	1174	933	1160	-	705	1149	167	162	901	118
	99%	*99%*	*99%*	*100%*	*100%*	*99%*	*100%* e	*100%* e	*100%* e	*100%* e	*99%*	-%	*100%*	*100%*	*100%*	*98%*	*99%*	*100%*
NET: Other mail	**1170**	860	724	59	17	1066	1143	978	1150	928	1170	-	697	1128	167	159	897	111
	97%	*97%*	*98%*	*96%*	*100%*	*98%*	*98%*	*99%* **ac**	*98%*	*99%* **ac**	*100%* **abcd**	-%	*99%*	*98%*	*100%*	*96%*	*98%* c	*95%*
NET: None / DK / Ref	**6**	4	4	-	-	6	-	-	-	-	-	6	-	-	-	3	1	-
	1%	*%	*%	-%	-%	*1%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*2%* b	*%	-%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Letters	**1165**	93	64	1003	714	451	1059	107	905	68	213	944	36	159
	97%	*90%*	*99%* a	*98%* a	*98%* b	*95%*	*97%*	*96%*	*96%*	*100%*	*98%*	*97%*	*97%*	*95%*
Other everyday correspondence, such as invoices, one off bills etc.	**1072**	79	62	928	677	395	968	105	839	59	197	868	34	146
	89%	*76%*	*96%* a	*90%* a	*93%* b	*84%*	*89%*	*94%*	*89%*	*87%*	*90%*	*89%*	*92%*	*88%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1022**	81	59	877	633	389	930	93	796	55	197	818	28	151
	85%	*78%*	*91%* a	*85%*	*87%* b	*82%*	*85%*	*83%*	*85%*	*80%*	*90%* b	*84%*	*76%*	*90%* a
Large letters	**986**	83	53	844	617	369	898	88	744	58	197	782	33	143
	82%	*81%*	*82%*	*82%*	*85%* b	*78%*	*82%*	*79%*	*79%*	*86%*	*90%* b	*80%*	*88%*	*86%*
Publications, such as magazines, periodicals, customer newsletters	**962**	74	54	828	605	357	879	83	748	50	181	774	35	140
	80%	*71%*	*84%*	*81%* a	*83%* b	*75%*	*81%*	*74%*	*80%*	*73%*	*83%*	*80%*	*96%* b	*84%*
Parcels and packets	**933**	87	58	783	592	341	864	69	733	48	182	744	33	147
	78%	*84%*	*90%* c	*76%*	*81%* b	*72%*	*79%* b	*62%*	*78%*	*71%*	*84%* b	*76%*	*91%*	*88%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**704**	58	36	607	463	241	641	63	547	33	130	567	21	110
	59%	*56%*	*56%*	*59%*	*64%* b	*51%*	*59%*	*57%*	*58%*	*49%*	*60%*	*58%*	*58%*	*66%*
Order fulfilment (sending ordered goods to customers)	**536**	66	30	439	342	194	499	37	421	36	125	407	23	85
	45%	*64%* **bc**	*46%*	*43%*	*47%* b	*41%*	*46%* b	*33%*	*45%*	*53%*	*57%* b	*42%*	*62%*	*51%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
None of these	**5**	2	-	3	3	2	5	-	5	-	-	5	-	2
	***%**	*2%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
		c												
Other	**5**	1	-	4	1	4	5	-	3	2	2	3	*	4
	***%**	*1%*	*-%*	*%*	*%*	*1%*	*%*	*-%*	*%*	*3%*	*1%*	*%*	*1%*	*2%*
										a				
Don't know	**1**	-	-	1	1	-	1	-	1	-	-	1	-	-
	***%**	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*
NET: (Large) Letters, Parcels and packets	**1184**	97	65	1017	723	461	1073	111	922	68	217	959	36	162
	99%	*94%*	*100%*	*99%*	*99%*	*98%*	*99%*	*99%*	*98%*	*100%*	*99%*	*98%*	*97%*	*97%*
			a	a	b									
NET: Other mail	**1170**	99	63	1002	713	457	1062	108	911	67	217	946	37	162
	97%	*96%*	*98%*	*98%*	*98%*	*97%*	*98%*	*97%*	*97%*	*98%*	*99%*	*97%*	*100%*	*97%*
NET: None / DK / Ref	**6**	2	-	4	4	2	6	-	6	-	-	6	-	2
	1%	*2%*	*-%*	*%*	*1%*	*%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
		c												

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

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

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Letters	**1165**	168	6	95	160	140	56	89	237	116	129	142
	97%	*96%*	*100%*	*95%*	*99%*	*99%* a	*99%*	*92%*	*96%*	*96%*	*98%*	*98%*
Other everyday correspondence, such as invoices, one off bills etc.	**1072**	153	6	91	156	135	54	78	214	106	119	119
	89%	*87%*	*100%*	*91%*	*96%*	*96%*	*96%* bc	*80%*	*87%*	*88%*	*90%*	*82%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1022**	156	5	79	145	130	51	83	201	109	109	115
	85%	*89%*	*77%*	*80%*	*90%* a	*92%* a	*90%*	*86%*	*82%*	*90%* c	*83%*	*79%*
Large letters	**986**	152	6	82	143	127	46	85	190	97	101	114
	82%	*87%*	*100%*	*83%*	*88%*	*90%*	*82%*	*88%* c	*77%*	*81%*	*77%*	*78%*
Publications, such as magazines, periodicals, customer newsletters	**962**	152	5	70	127	120	46	75	194	102	109	118
	80%	*87%*	*77%*	*70%*	*78%*	*85%* a	*81%*	*77%*	*79%*	*85%*	*83%*	*82%*
Parcels and packets	**933**	157	6	75	138	118	52	78	181	88	95	108
	78%	*90%*	*100%*	*75%*	*85%* a	*84%*	*92%* bc	*80%*	*73%*	*73%*	*72%*	*75%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**704**	113	3	61	88	75	46	65	155	67	63	83
	59%	*65%*	*40%*	*61%*	*54%*	*53%*	*81%* c	*67%*	*63%*	*56%*	*48%*	*57%*
Order fulfilment (sending ordered goods to customers)	**536**	89	6	47	66	74	25	33	102	49	87	52
	45%	*51%*	*97%*	*47%*	*40%*	*52%* b	*45%*	*34%*	*42%*	*41%*	*66%* ac	*36%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**5**	2	-	-	-	-	-	-	3	2	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*

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

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

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Other	**5**	4	-	-	-	-	-	-	*	-	-	5
	***%**	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*3%*
												a
Don't know	**1**	-	-	-	-	-	-	-	1	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
NET: (Large) Letters, Parcels and packets	**1184**	170	6	100	162	140	56	93	239	118	130	145
	99%	*97%*	*100%*	*100%*	*100%*	*100%*	*100%*	*96%*	*97%*	*98%*	*99%*	*100%*
NET: Other mail	**1170**	171	6	98	162	141	56	95	238	117	130	133
	97%	*97%*	*100%*	*99%*	*100%*	*100%*	*99%*	*98%*	*97%*	*97%*	*99%*	*92%*
											c	
NET: None / DK / Ref	**6**	2	-	-	-	-	-	-	4	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1166**	58	99	62	70	88	104	79	76	79	148	163	140	715
Weighted total	**1165**	69	121	129	70	84	185	174	92	80	53	59	49	1004
Standard delivery	**1119**	68	118	110	70	78	180	170	90	80	52	58	46	964
	96%	*100%*	*97%*	*85%*	*100%*	*94%*	*97%*	*97%*	*98%*	*100%*	*97%*	*97%*	*95%*	*96%*
		c	c		**cel**		c	c	c	**cel**	c	c	c	c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	13	19	28	8	12	38	27	10	8	12	12	7	164
	17%	*19%*	*16%*	*22%*	*12%*	*14%*	*20%*	*16%*	*11%*	*10%*	*22%*	*21%*	*14%*	*16%*
											hi			
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	8	13	25	2	5	23	15	5	4	6	6	2	100
	10%	*12%*	*11%*	*19%*	*3%*	*5%*	*12%*	*8%*	*6%*	*5%*	*12%*	*10%*	*4%*	*10%*
		d		**dehilm**			**dl**				**dl**			**dl**
International delivery	**112**	5	9	18	5	4	26	13	6	9	6	4	6	96
	10%	*8%*	*8%*	*14%*	*6%*	*5%*	*14%*	*7%*	*7%*	*11%*	*12%*	*7%*	*13%*	*10%*
							e							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	8	7	18	4	3	22	10	4	6	5	5	4	81
	8%	*11%*	*6%*	*14%*	*6%*	*4%*	*12%*	*6%*	*4%*	*7%*	*10%*	*8%*	*7%*	*8%*
				eh			e							
Cross-Border Delivery	**14**	-	-	-	-	-	-	-	-	-	-	-	14	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*-%*
													abcdefgh ijkm	
Other (PLEASE SPECIFY)	**3**	-	-	-	*	1	-	-	-	1	-	-	*	3
	****%***	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	**%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	1	-	-	-	-	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
						m								
Don't Know (DO NOT READ OUT)	**31**	*	3	15	-	3	1	5	2	*	1	1	1	28
	3%	**%*	*3%*	*11%*	*-%*	*3%*	**%*	*3%*	*2%*	**%*	*2%*	*2%*	*2%*	*3%*
				abdefgh ijklm										

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1166**	114	115	15	92	273	53	472	879	181	58	48	287	502	664
Weighted total	**1165**	116	103	15	84	303	57	450	1118	30	9	8	47	561	604
Standard delivery	**1119**	115	100	15	82	291	54	426	1074	29	9	8	45	528	591
	96%	*99%*	*97%*	*97%*	*98%*	*96%*	*96%*	*95%*	*96%*	*97%*	*94%*	*95%*	*96%*	*94%*	*98%*
															a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	26	20	3	14	33	12	76	182	7	3	2	13	104	90
	17%	*23%*	*19%*	*20%*	*17%*	*11%*	*22%*	*17%*	*16%*	*25%*	*30%*	*29%*	*27%*	*19%*	*15%*
		e	e				e	e		a	a	a	a		
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	16	8	-	4	13	6	57	108	3	2	1	6	61	54
	10%	*14%*	*8%*	*-%*	*5%*	*4%*	*10%*	*13%*	*10%*	*9%*	*22%*	*16%*	*13%*	*11%*	*9%*
		de						**de**			**ab**				
International delivery	**112**	4	16	*	1	30	5	50	105	3	2	2	7	62	50
	10%	*3%*	*16%*	*3%*	*1%*	*10%*	*9%*	*11%*	*9%*	*11%*	*20%*	*21%*	*14%*	*11%*	*8%*
			ad			**ad**	d	**ad**			a	a	a		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	13	10	-	5	21	6	34	89	2	2	2	6	48	47
	8%	*12%*	*9%*	*-%*	*6%*	*7%*	*10%*	*8%*	*8%*	*8%*	*16%*	*21%*	*12%*	*8%*	*8%*
											a	**ab**	a		
Cross-Border Delivery	**14**	1	1	*	*	6	*	5	13	1	*	-	1	6	8
	1%	*1%*	*1%*	*3%*	*1%*	*2%*	**%*	*1%*	*1%*	*3%*	*2%*	*-%*	*3%*	*1%*	*1%*
										a					
Other (PLEASE SPECIFY)	**3**	-	-	-	-	1	-	2	3	-	*	-	*	1	2
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*2%*	*-%*	**%*	**%*	**%*
											ab				
None of these (DO NOT READ OUT)	**1**	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**31**	1	3	-	1	8	2	13	29	1	1	*	2	23	8
	3%	*1%*	*3%*	*-%*	*1%*	*3%*	*4%*	*3%*	*3%*	*2%*	*6%*	*5%*	*3%*	*4%*	*1%*
														b	

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1166	463	73	85	28	864	302	291	573	302	584	217	145	95	62	43	2
Weighted total	1165	557	56	64	5	932	233	328	605	233	690	203	141	60	34	16	3
Standard delivery	1119	533	53	61	5	906	213	319	587	213	668	194	135	57	31	16	3
	96%	96%	94%	96%	90%	97% b	92%	97% c	97% c	92%	97% e	95%	96%	96%	91%	96%	100%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	195	96	17	11	2	146	49	45	101	49	99	34	30	15	9	3	*
	17%	17%	31% ac	17%	33%	16%	21% a	14%	17%	21% a	14%	17%	21% a	24% a	25% a	20%	16%
Urgent delivery (send / receive mail that needs to arrive rapidly)	115	52	14	8	1	82	33	22	60	33	52	22	22	7	6	2	-
	10%	9%	25% ac	12%	23%	9%	14% a	7%	10%	14% a	8%	11%	16% a	12%	17% a	14%	-%
International delivery	112	52	13	11	1	79	33	14	65	33	56	24	9	9	4	8	*
	10%	9%	23% a	18% a	26%	8%	14% a	4%	11% a	14% a	8%	12%	7%	15% ac	12%	47% abcde	16%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	94	40	10	6	1	71	24	17	54	24	46	14	17	7	6	2	-
	8%	7%	19% a	9%	24%	8%	10%	5%	9%	10% a	7%	7%	12% a	12%	17% ab	14%	-%
Cross-Border Delivery	14	5	1	1	*	9	5	2	6	5	4	3	2	1	3	1	*
	1%	1%	2%	2%	4%	1%	2%	1%	1%	2%	1%	1%	1%	2%	8% abc	4% a	16%
Other (PLEASE SPECIFY)	3	1	-	1	-	3	*	1	2	*	1	*	1	-	-	*	-
	*%	*%	-%	2% a	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1% a	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	31	18	2	3	1	16	15	6	9	15	16	3	3	2	3	1	-
	3%	3%	4%	4%	10%	2%	6% a	2%	2%	6% ab	2%	2%	2%	4%	9% abc	4%	-%

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1166**	482	61	41	25	27	1067	98	1024	141	884	267	14
Weighted total	**1165**	484	55	39	24	21	1058	107	1014	151	883	275	8
Standard delivery	**1119**	464	48	35	24	21	1021	98	977	142	847	264	8
	96%	*96%*	*87%*	*88%*	*98%*	*98%*	*97%*	*91%*	*96%*	*94%*	*96%*	*96%*	*100%*
		bc					b						
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	99	14	7	7	2	170	24	164	30	143	50	1
	17%	*20%*	*26%*	*17%*	*29%*	*11%*	*16%*	*23%*	*16%*	*20%*	*16%*	*18%*	*19%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	53	12	5	4	1	97	18	93	21	79	36	-
	10%	*11%*	*21%*	*14%*	*19%*	*5%*	*9%*	*17%*	*9%*	*14%*	*9%*	*13%*	*-%*
			a					a					
International delivery	**112**	61	9	6	3	2	93	19	85	27	68	44	*
	10%	*13%*	*16%*	*15%*	*14%*	*10%*	*9%*	*18%*	*8%*	*18%*	*8%*	*16%*	*5%*
								a		a		a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	43	6	4	5	1	80	15	74	20	63	32	-
	8%	*9%*	*11%*	*9%*	*22%*	*5%*	*8%*	*14%*	*7%*	*13%*	*7%*	*11%*	*-%*
								a		a		a	
Cross-Border Delivery	**14**	5	1	1	-	1	13	1	12	2	10	4	-
	1%	*1%*	*2%*	*1%*	*-%*	*4%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**3**	1	1	-	-	-	3	*	3	*	2	1	*
	****%***	**%*	*1%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*3%*
None of these (DO NOT READ OUT)	**1**	-	1	-	-	-	-	1	-	1	-	1	-
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*
			a					a		a		a	
Don't Know (DO NOT READ OUT)	**31**	11	2	5	*	*	23	8	23	8	21	9	-
	3%	*2%*	*4%*	*12%*	*2%*	*2%*	*2%*	*7%*	*2%*	*5%*	*2%*	*3%*	*-%*
				a				a		a			

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1166**	626	200	331	1084	723	1107	513	388	247	806	330	8	296	413	1113	128
Weighted total	**1165**	626	213	313	1060	659	1089	508	351	250	775	332	5	283	407	1104	98
Standard delivery	**1119**	608	206	292	1020	628	1046	480	340	240	753	316	5	266	385	1064	91
	96%	*97%*	*97%*	*93%*	*96%*	*95%*	*96%*	*95%*	*97%*	*96%*	*97%*	*95%*	*100%*	*94%*	*95%*	*96%*	*93%*
		c									d						
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	90	37	67	172	120	175	104	47	54	134	59	3	66	105	175	33
	17%	*14%*	*17%*	*21%*	*16%*	*18%*	*16%*	*20%*	*13%*	*22%*	*17%*	*18%*	*64%*	*23%*	*26%*	*16%*	*34%*
				a		e		**ace**		**ace**					b		b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	52	31	31	109	77	109	67	38	37	80	38	3	35	67	109	23
	10%	*8%*	*15%*	*10%*	*10%*	*12%*	*10%*	*13%*	*11%*	*15%*	*10%*	*12%*	*56%*	*12%*	*16%*	*10%*	*23%*
			a							c					b		b
International delivery	**112**	62	21	27	103	67	103	74	28	43	77	45	4	31	58	104	44
	10%	*10%*	*10%*	*9%*	*10%*	*10%*	*9%*	*15%*	*8%*	*17%*	*10%*	*14%*	*77%*	*11%*	*14%*	*9%*	*45%*
								abceg		**abceg**					b		**ab**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	51	18	25	87	58	87	55	29	30	70	30	4	26	55	88	27
	8%	*8%*	*8%*	*8%*	*8%*	*9%*	*8%*	*11%*	*8%*	*12%*	*9%*	*9%*	*67%*	*9%*	*13%*	*8%*	*27%*
															b		**ab**
Cross-Border Delivery	**14**	6	1	5	13	8	13	8	3	4	10	5	1	2	6	14	9
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*17%*	*1%*	*2%*	*1%*	*9%*
																	ab
Other (PLEASE SPECIFY)	**3**	-	*	3	3	3	3	1	*	-	3	*	-	1	2	3	-
	%	*-%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*1%*	*%*	*%*	*-%*
				a													
None of these (DO NOT READ OUT)	**1**	-	1	-	-	-	-	1	-	1	-	1	-	-	1	1	-
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*
										acg							
Don't Know (DO NOT READ OUT)	**31**	13	6	13	25	18	28	15	6	8	12	9	-	9	11	29	2
	3%	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1166**	881	758	65	16	1051	1166	1007	1166	928	1140	-	707	1139	181	145	906	112
Weighted total	**1165**	860	722	61	17	1060	1165	977	1165	917	1143	-	692	1135	166	158	890	114
Standard delivery	**1119**	831	699	60	17	1018	1119	941	1119	880	1100	-	670	1119	158	148	858	110
	96%	*97%*	*97%*	*98%*	*100%*	*96%*	*96%*	*96%*	*96%*	*96%*	*96%*	*-%*	*97%*	*99%* ac	*95%*	*94%*	*96%*	*97%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	143	119	6	5	178	195	173	195	164	193	-	195	191	76	28	134	30
	17%	*17%*	*17%*	*10%*	*32%*	*17%*	*17%*	*18%*	*17%*	*18%*	*17%*	*-%*	*28%* b	*17%*	*46%* ab	*17%*	*15%*	*26%* b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	86	76	4	-	111	115	102	115	98	112	-	115	110	56	15	82	17
	10%	*10%*	*11%*	*6%*	*-%*	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*	*-%*	*17%* b	*10%*	*34%* ab	*10%*	*9%*	*15%*
International delivery	**112**	89	69	9	1	102	112	102	112	100	112	-	94	107	112	21	79	12
	10%	*10%*	*10%*	*15%*	*5%*	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*	*-%*	*14%* b	*9%*	*67%* ab	*13%*	*9%*	*10%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	69	64	3	-	91	94	88	94	87	94	-	94	94	62	14	71	9
	8%	*8%*	*9%*	*5%*	*-%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*-%*	*14%* b	*8%*	*37%* ab	*9%*	*8%*	*8%*
Cross-Border Delivery	**14**	11	10	*	*	12	14	14	14	13	14	-	11	14	14	1	11	1
	1%	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*8%* ab	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**3**	2	*	-	-	3	3	3	3	3	3	-	3	3	-	-	3	*
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	%	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*
Don't Know (DO NOT READ OUT)	**31**	21	19	*	-	28	31	28	31	27	30	-	10	11	2	8	22	1
	3%	*2%*	*3%*	*1%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*1%*	*1%*	*1%*	*5%*	*3%*	*1%*

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1166**	93	66	1002	708	458	1079	87	928	59	217	934	44	166
Weighted total	**1165**	93	64	1003	714	451	1059	107	905	68	213	944	36	159
Standard delivery	**1119**	90	61	963	690	430	1014	105	870	65	204	907	33	152
	96%	*97%*	*94%*	*96%*	*97%*	*95%*	*96%*	*99%*	*96%*	*95%*	*96%*	*96%*	*92%*	*96%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	20	11	164	132	63	185	9	138	19	51	142	6	26
	17%	*22%*	*17%*	*16%*	*18%*	*14%*	*17%*	*9%*	*15%*	*28%*	*24%*	*15%*	*16%*	*16%*
					b		b			a	b			
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	15	4	95	83	32	110	5	83	13	32	83	3	14
	10%	*16%*	*6%*	*10%*	*12%*	*7%*	*10%*	*4%*	*9%*	*20%*	*15%*	*9%*	*10%*	*9%*
		c			b					a	b			
International delivery	**112**	19	3	89	86	26	108	4	83	10	20	92	6	21
	10%	*21%*	*5%*	*9%*	*12%*	*6%*	*10%*	*4%*	*9%*	*15%*	*9%*	*10%*	*17%*	*13%*
		bc			b		b							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	9	4	82	66	28	91	3	70	10	18	76	3	15
	8%	*10%*	*6%*	*8%*	*9%*	*6%*	*9%*	*3%*	*8%*	*15%*	*9%*	*8%*	*9%*	*9%*
Cross-Border Delivery	**14**	1	*	12	9	4	13	1	11	*	4	10	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**3**	1	-	2	1	2	3	-	3	-	-	3	*	1
	****%***	*2%*	*-%*	**%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*
		c												
None of these (DO NOT READ OUT)	**1**	-	-	1	-	1	1	-	1	-	-	1	-	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**31**	3	3	25	14	17	29	1	21	3	9	22	3	7
	3%	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*	*1%*	*2%*	*4%*	*4%*	*2%*	*8%*	*4%*

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

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1166**	183	4	108	165	121	59	91	233	141	109	139
Weighted total	**1165**	168	6	95	160	140	56	89	237	116	129	142
Standard delivery	**1119**	162	6	91	154	133	55	85	237	112	115	136
	96%	*97%*	*100%*	*96%*	*96%*	*95%*	*99%*	*95%*	*100%* b	*97%* b	*89%*	*96%* b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**195**	28	*	6	18	27	11	17	37	28	11	39
	17%	*17%*	*3%*	*6%*	*12%*	*19%* a	*20%*	*19%*	*16%*	*24%* b	*8%*	*28%* b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**115**	18	-	6	17	17	5	11	11	18	9	21
	10%	*11%*	*-%*	*6%*	*10%*	*12%*	*10%*	*12%* c	*5%*	*16%* b	*7%*	*14%*
International delivery	**112**	23	2	1	17	13	1	12	28	11	8	21
	10%	*13%*	*37%*	*1%*	*10%* a	*9%* a	*3%*	*14%* a	*12%* a	*9%*	*6%*	*15%* b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**94**	16	*	3	12	14	7	12	16	10	7	14
	8%	*10%*	*3%*	*4%*	*7%*	*10%*	*12%*	*13%*	*7%*	*9%*	*5%*	*10%*
Cross-Border Delivery	**14**	3	-	2	3	2	-	1	2	1	1	2
	1%	*2%*	*-%*	*2%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**3**	1	-	-	1	-	*	-	1	*	-	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**31**	5	-	4	4	3	-	4	*	3	11	1
	3%	*3%*	*-%*	*4%*	*3%*	*2%*	*-%*	*4%* c	**%*	*3%*	*8%* **ac**	*1%*

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1017**	47	89	56	60	72	88	70	62	70	138	139	126	614
Weighted total	**986**	56	107	114	58	65	148	154	70	69	50	51	44	841
Standard delivery	**947**	54	103	99	56	63	145	149	67	69	48	50	42	807
	96%	*96%*	*97%*	*87%*	*98%*	*98%*	*98%*	*97%*	*96%*	*100%*	*96%*	*98%*	*95%*	*96%*
			c		c	c	c	c		c	c	c		c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**172**	11	20	27	6	6	35	22	9	9	9	10	7	147
	17%	*20%*	*19%*	*24%*	*10%*	*10%*	*24%*	*14%*	*12%*	*14%*	*17%*	*19%*	*15%*	*17%*
				e			**de**							
Urgent delivery (send / receive mail that needs to arrive rapidly)	**102**	5	15	20	2	5	21	15	2	3	5	5	3	88
	10%	*9%*	*14%*	*18%*	*3%*	*8%*	*14%*	*9%*	*3%*	*4%*	*10%*	*10%*	*8%*	*11%*
			dhi	**dhil**			**dhi**							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**88**	5	7	18	4	4	19	12	2	4	3	6	3	75
	9%	*8%*	*7%*	*16%*	*8%*	*6%*	*13%*	*8%*	*3%*	*6%*	*7%*	*13%*	*7%*	*9%*
				h			h					h		
International delivery	**83**	3	11	13	2	1	19	13	5	6	4	3	4	72
	8%	*6%*	*10%*	*11%*	*4%*	*2%*	*12%*	*8%*	*7%*	*8%*	*7%*	*6%*	*10%*	*9%*
			e	e			e						e	
Cross-Border Delivery	**13**	-	-	-	-	-	-	-	-	-	-	-	13	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*
													abcdefgh ijkm	
Other (PLEASE SPECIFY)	**1**	-	*	-	-	-	-	-	-	-	-	-	*	*
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*
													m	
None of these (DO NOT READ OUT)	**3**	-	-	-	-	-	2	-	-	-	*	-	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*
Don't Know (DO NOT READ OUT)	**20**	*	2	10	-	1	1	5	-	*	1	*	*	18
	2%	**%*	*2%*	*9%*	*-%*	*2%*	**%*	*3%*	*-%*	**%*	*2%*	**%*	*1%*	*2%*
				bdfhijk lm										
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1017	100	107	14	76	230	50	412	750	167	56	44	267	436	581
Weighted total	986	94	94	14	68	257	53	374	942	27	9	8	44	476	509
Standard delivery	947	94	89	13	66	248	49	359	905	26	9	7	42	452	495
	96%	100%	95%	96%	96%	96%	93%	96%	96%	96%	94%	90%	95%	95%	97%
		bfg							d						
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	172	19	19	3	14	27	14	71	161	6	3	2	11	97	75
	17%	21%	20%	21%	20%	10%	26%	19%	17%	21%	33%	29%	25%	20%	15%
		e	e		e		e	e			a	a	a	b	
Urgent delivery (send / receive mail that needs to arrive rapidly)	102	10	11	-	7	17	6	43	95	4	2	2	7	59	44
	10%	10%	12%	-%	11%	7%	11%	11%	10%	13%	23%	20%	16%	12%	9%
											a	a	a		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	88	10	13	-	6	18	7	29	83	3	2	1	5	50	39
	9%	10%	14%	-%	9%	7%	14%	8%	9%	9%	17%	15%	12%	10%	8%
			eg								a				
International delivery	83	3	15	*	1	23	5	32	77	3	2	1	6	49	34
	8%	3%	16%	3%	1%	9%	9%	9%	8%	10%	19%	19%	14%	10%	7%
			adg			d	d	d			a	a	a	b	
Cross-Border Delivery	13	1	2	-	*	5	*	5	12	1	*	-	1	5	8
	1%	1%	2%	-%	1%	2%	*%	1%	1%	3%	1%	-%	2%	1%	2%
Other (PLEASE SPECIFY)	1	-	-	*	-	-	-	*	*	*	-	-	*	*	*
	*%	-%	-%	1%	-%	-%	-%	*%	*%	1%	-%	-%	*%	*%	*%
None of these (DO NOT READ OUT)	3	-	-	-	-	2	-	*	3	-	-	-	-	-	3
	*%	-%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	20	-	3	-	*	2	2	10	18	1	1	*	2	15	4
	2%	-%	3%	-%	1%	1%	4%	3%	2%	2%	6%	5%	3%	3%	1%
							a							b	

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1017**	397	66	81	28	742	275	232	510	275	483	195	135	93	57	40	2
Weighted total	**986**	472	49	60	5	783	203	254	528	203	560	179	130	56	31	13	3
Standard delivery	**947**	456	45	57	5	760	186	246	515	186	540	175	124	53	27	12	3
	96%	*97%*	*91%*	*95%*	*90%*	*97%*	*92%*	*97%*	*97%*	*92%*	*97%*	*98%*	*96%*	*93%*	*90%*	*93%*	*100%*
		b				b		c	c		e	e					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**172**	85	20	10	2	131	41	34	97	41	85	37	21	16	8	3	*
	17%	*18%*	*41%*	*16%*	*30%*	*17%*	*20%*	*13%*	*18%*	*20%*	*15%*	*21%*	*16%*	*28%*	*25%*	*20%*	*16%*
			ac							a				**ac**			
Urgent delivery (send / receive mail that needs to arrive rapidly)	**102**	42	16	9	1	70	32	19	50	32	42	20	20	8	7	2	*
	10%	*9%*	*32%*	*15%*	*26%*	*9%*	*16%*	*8%*	*10%*	*16%*	*7%*	*11%*	*15%*	*14%*	*22%*	*18%*	*16%*
			ac				a			**ab**			a	a	**ab**	a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**88**	39	10	6	1	65	23	16	49	23	44	15	11	6	6	2	*
	9%	*8%*	*21%*	*9%*	*17%*	*8%*	*11%*	*6%*	*9%*	*11%*	*8%*	*8%*	*9%*	*10%*	*21%*	*16%*	*16%*
			ac							a					**abc**		
International delivery	**83**	38	13	7	1	59	25	11	47	25	43	16	7	9	4	2	*
	8%	*8%*	*26%*	*12%*	*28%*	*7%*	*12%*	*4%*	*9%*	*12%*	*8%*	*9%*	*5%*	*15%*	*13%*	*15%*	*16%*
			ac				a		a	a				**ac**		c	
Cross-Border Delivery	**13**	4	1	1	*	8	6	1	6	6	3	3	2	1	3	1	*
	1%	*1%*	*2%*	*2%*	*4%*	*1%*	*3%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*9%*	*5%*	*16%*
							a								**abcd**	a	
Other (PLEASE SPECIFY)	**1**	-	-	*	-	1	-	-	1	-	-	1	-	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**3**	2	-	-	-	3	-	2	*	-	3	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**20**	8	2	3	1	7	13	2	5	13	9	-	3	2	3	1	-
	2%	*2%*	*5%*	*4%*	*10%*	*1%*	*6%*	*1%*	*1%*	*6%*	*2%*	*-%*	*2%*	*4%*	*10%*	*5%*	*-%*
							a			**ab**			b	b	**abc**	b	

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1017	441	52	36	24	25	928	89	888	129	758	247	12
Weighted total	986	428	45	36	21	18	891	95	853	133	732	247	7
Standard delivery	947	415	40	31	20	18	859	87	824	123	707	234	6
	96%	97%	90%	87%	98%	98%	96%	92%	97%	93%	97%	95%	93%
		bc					b		b				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	172	90	12	7	4	3	153	18	146	26	123	47	2
	17%	21%	27%	18%	17%	18%	17%	19%	17%	20%	17%	19%	24%
Urgent delivery (send / receive mail that needs to arrive rapidly)	102	53	9	3	6	2	90	12	82	20	68	34	*
	10%	12%	19%	8%	28%	9%	10%	13%	10%	15%	9%	14%	7%
												a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	88	43	8	2	6	2	73	15	66	22	55	34	-
	9%	10%	18%	5%	32%	9%	8%	16%	8%	17%	8%	14%	-%
								a		a		a	
International delivery	83	43	10	4	1	2	70	14	63	21	48	35	*
	8%	10%	23%	10%	4%	10%	8%	14%	7%	16%	7%	14%	2%
			a					a		a		a	
Cross-Border Delivery	13	5	1	1	-	1	12	1	11	2	9	3	*
	1%	1%	2%	3%	-%	5%	1%	1%	1%	1%	1%	1%	7%
Other (PLEASE SPECIFY)	1	-	*	-	-	-	1	-	1	-	1	-	-
	*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
			a										
None of these (DO NOT READ OUT)	3	3	-	-	-	-	2	*	2	*	2	*	-
	*%	1%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	20	5	2	2	*	*	15	5	15	5	13	7	-
	2%	1%	5%	7%	2%	2%	2%	5%	2%	4%	2%	3%	-%
			a	a				a					

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1017	526	185	297	959	685	980	472	357	225	736	304	9	264	381	981	123
Weighted total	986	507	199	267	913	613	938	455	312	222	691	300	6	241	369	950	91
Standard delivery	947	490	191	252	879	593	903	434	304	215	667	291	5	227	348	916	88
	96%	*97%*	*96%*	*94%*	*96%*	*97%*	*96%*	*95%*	*98%*	*97%*	*97%*	*97%*	*92%*	*94%*	*94%*	*96%*	*97%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	172	73	38	59	159	112	161	98	44	53	127	54	4	56	106	160	30
	17%	*14%*	*19%*	*22%*	*17%*	*18%*	*17%*	*21%*	*14%*	*24%*	*18%*	*18%*	*75%*	*23%*	*29%*	*17%*	*33%*
				a				**ce**		**ace**					b		b
Urgent delivery (send / receive mail that needs to arrive rapidly)	102	47	26	29	92	65	92	62	30	34	76	33	3	34	59	93	24
	10%	*9%*	*13%*	*11%*	*10%*	*11%*	*10%*	*14%*	*10%*	*15%*	*11%*	*11%*	*59%*	*14%*	*16%*	*10%*	*27%*
								ac		**ace**					b		**ab**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	88	47	20	21	80	57	80	55	29	32	65	30	4	25	52	80	23
	9%	*9%*	*10%*	*8%*	*9%*	*9%*	*9%*	*12%*	*9%*	*14%*	*9%*	*10%*	*67%*	*10%*	*14%*	*8%*	*25%*
								ac		**abcg**					b		**ab**
International delivery	83	46	18	18	77	55	77	57	21	36	54	36	4	20	47	78	34
	8%	*9%*	*9%*	*7%*	*8%*	*9%*	*8%*	*12%*	*7%*	*16%*	*8%*	*12%*	*67%*	*8%*	*13%*	*8%*	*37%*
								aceg		**abceg**					b		**ab**
Cross-Border Delivery	13	5	1	6	13	9	13	8	2	4	9	5	1	2	7	13	8
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*16%*	*1%*	*2%*	*1%*	*9%*
																	ab
Other (PLEASE SPECIFY)	1	*	-	*	1	1	1	*	*	-	*	*	-	-	*	1	-
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*
None of these (DO NOT READ OUT)	3	3	-	-	3	-	3	3	-	-	2	*	-	2	3	3	*
	%	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*-%*	*1%*	*1%*	*%*	*%*
								b									
Don't Know (DO NOT READ OUT)	20	7	4	8	18	14	18	8	6	4	8	4	-	6	7	20	1
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*-%*	*2%*	*2%*	*2%*	*1%*

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1017**	792	670	60	15	912	1007	1017	1017	857	1007	-	661	996	172	130	789	95
Weighted total	**986**	753	618	53	17	891	977	986	986	832	978	-	625	965	153	133	756	93
Standard delivery	**947**	726	601	53	17	855	938	947	947	795	939	-	601	947	150	127	725	92
	96%	*96%*	*97%*	*99%*	*100%*	*96%*	*96%*	*96%*	*96%*	*96%*	*96%*	*-%*	*96%*	*98%* a	*98%*	*95%*	*96%*	*99%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**172**	137	112	9	5	152	169	172	172	156	169	-	172	169	71	29	118	21
	17%	*18%*	*18%*	*17%*	*33%*	*17%*	*17%*	*17%*	*17%*	*19%*	*17%*	*-%*	*27%* b	*18%*	*46%* **ab**	*22%*	*16%*	*23%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**102**	76	67	4	*	97	102	102	102	98	102	-	102	102	61	11	80	10
	10%	*10%*	*11%*	*8%*	*3%*	*11%*	*10%*	*10%*	*10%*	*12%*	*10%*	*-%*	*16%* b	*11%*	*40%* **ab**	*9%*	*11%*	*11%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**88**	66	60	4	*	84	88	88	88	85	88	-	88	88	57	13	67	9
	9%	*9%*	*10%*	*8%*	*3%*	*9%*	*9%*	*9%*	*9%*	*10%*	*9%*	*-%*	*14%* b	*9%*	*37%* **ab**	*10%*	*9%*	*10%*
International delivery	**83**	67	55	8	*	73	83	83	83	75	83	-	76	83	83	15	60	8
	8%	*9%*	*9%*	*15%*	*3%*	*8%*	*9%*	*8%*	*8%*	*9%*	*9%*	*-%*	*12%* b	*9%*	*54%* **ab**	*11%*	*8%*	*9%*
Cross-Border Delivery	**13**	10	10	*	*	12	13	13	13	12	13	-	10	13	13	1	11	1
	1%	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*9%* **ab**	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**1**	*	1	-	-	1	1	1	1	1	1	-	1	*	-	-	*	*
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*
None of these (DO NOT READ OUT)	**3**	3	*	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*
Don't Know (DO NOT READ OUT)	**20**	15	11	*	-	17	20	20	20	19	20	-	6	2	-	6	14	*
	2%	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*%*	*-%*	*4%*	*2%*	*%*

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1017**	86	57	870	635	382	945	72	798	52	204	801	41	151
Weighted total	**986**	83	53	844	617	369	898	88	744	58	197	782	33	143
Standard delivery	**947**	81	50	811	590	357	859	88	716	54	189	752	30	132
	96%	*97%*	*93%*	*96%*	*96%*	*97%*	*96%*	*100%*	*96%*	*93%*	*96%*	*96%*	*93%*	*92%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**172**	20	8	144	121	50	168	4	119	18	49	121	5	31
	17%	*24%*	*15%*	*17%*	*20%*	*14%*	*19%*	*4%*	*16%*	*31%*	*25%*	*15%*	*15%*	*21%*
					b		b			a	b			
Urgent delivery (send / receive mail that needs to arrive rapidly)	**102**	16	5	82	70	32	100	2	75	11	24	78	1	20
	10%	*19%*	*9%*	*10%*	*11%*	*9%*	*11%*	*3%*	*10%*	*18%*	*12%*	*10%*	*4%*	*14%*
		c					b							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**88**	10	4	74	56	32	85	4	60	10	19	70	1	15
	9%	*12%*	*8%*	*9%*	*9%*	*9%*	*9%*	*4%*	*8%*	*17%*	*9%*	*9%*	*4%*	*11%*
										a				
International delivery	**83**	17	3	62	62	21	80	3	59	9	16	67	2	23
	8%	*20%*	*6%*	*7%*	*10%*	*6%*	*9%*	*3%*	*8%*	*16%*	*8%*	*9%*	*5%*	*16%*
		bc			b					a				
Cross-Border Delivery	**13**	1	1	11	9	4	13	*	10	*	4	9	1	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**1**	-	-	1	1	-	1	-	1	-	-	1	-	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**3**	-	-	3	3	-	2	*	3	-	-	3	*	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**20**	*	3	17	9	11	20	-	12	3	8	12	-	7
	2%	**%*	*5%*	*2%*	*2%*	*3%*	*2%*	*-%*	*2%*	*5%*	*4%*	*2%*	*-%*	*5%*
											b			

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

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All respondents who receive LARGE LETTERS at their location

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1017	168	4	100	150	111	52	87	189	125	89	114
Weighted total	986	152	6	82	143	127	46	85	190	97	101	114
Standard delivery	947	140	6	79	137	123	46	82	188	93	94	106
	96%	*92%*	*100%*	*96%*	*95%*	*97%*	*99%*	*96%*	*99%*	*96%*	*93%*	*93%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	172	31	*	9	19	20	9	14	32	24	16	29
	17%	*20%*	*3%*	*11%*	*13%*	*16%*	*19%*	*17%*	*17%*	*25%*	*16%*	*25%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	102	21	-	4	20	14	3	13	16	13	4	16
	10%	*14%*	*-%*	*5%*	*14%* a	*11%*	*6%*	*15%*	*8%*	*14%* b	*4%*	*14%* b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	88	16	*	4	13	12	4	11	14	12	2	16
	9%	*10%*	*3%*	*5%*	*9%*	*10%*	*8%*	*13%*	*7%*	*13%* b	*2%*	*14%* b
International delivery	83	23	-	1	16	10	*	12	24	7	5	9
	8%	*15%*	*-%*	*1%*	*11%* a	*8%* a	*%*	*14%* a	*12%* a	*7%*	*5%*	*8%*
Cross-Border Delivery	13	3	-	2	3	2	-	1	2	1	*	2
	1%	*2%*	*-%*	*2%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*%*	*1%*
Other (PLEASE SPECIFY)	1	-	-	-	-	-	*	-	-	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*%*
None of these (DO NOT READ OUT)	3	*	-	-	-	-	-	-	-	-	-	3
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
Don't Know (DO NOT READ OUT)	20	5	-	3	4	-	-	1	*	3	7	1
	2%	*3%*	*-%*	*4%* c	*3%*	*-%*	*-%*	*1%*	*%*	*3%*	*7%* c	*1%*

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**946**	51	79	50	55	68	87	64	64	64	127	131	106	582
Weighted total	**933**	61	89	103	51	63	156	142	74	64	45	47	37	803
Standard delivery	**721**	49	69	66	44	39	132	102	57	55	37	39	30	614
	77%	*81%*	*78%*	*64%*	*85%*	*61%*	*85%*	*72%*	*78%*	*87%*	*82%*	*83%*	*82%*	*76%*
		e	e		**ce**		**ce**		e	**ceg**	**ce**	**ce**	**ce**	e
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	39	58	48	33	38	105	92	44	38	27	32	23	496
	62%	*64%*	*65%*	*47%*	*65%*	*60%*	*68%*	*65%*	*60%*	*60%*	*59%*	*68%*	*62%*	*62%*
			c				c					c		c
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	18	36	19	12	20	53	43	29	21	13	15	12	250
	31%	*30%*	*40%*	*18%*	*22%*	*32%*	*34%*	*30%*	*39%*	*33%*	*30%*	*31%*	*31%*	*31%*
			cd				c		c					
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	23	29	21	9	10	50	45	30	21	12	14	13	238
	30%	*38%*	*33%*	*21%*	*18%*	*16%*	*32%*	*31%*	*41%*	*33%*	*26%*	*29%*	*35%*	*30%*
		de	e				e	e	**cdej**	e		e	**de**	e
International delivery	**119**	6	9	21	3	3	36	10	5	11	5	4	5	105
	13%	*11%*	*10%*	*20%*	*6%*	*4%*	*23%*	*7%*	*7%*	*17%*	*11%*	*8%*	*13%*	*13%*
				deghk			**bdeghjkm**			e				e
Cross-Border Delivery	**10**	-	-	-	-	-	-	-	-	-	-	-	10	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%*	*-%*
													abcdefgh ijkm	
Other (PLEASE SPECIFY)	**25**	3	*	2	1	-	5	2	6	-	3	1	1	20
	3%	*5%*	**%*	*2%*	*2%*	*-%*	*3%*	*2%*	*8%*	*-%*	*6%*	*3%*	*1%*	*2%*
									beilm		**beim**			
None of these (DO NOT READ OUT)	**4**	-	-	-	-	1	2	-	-	-	*	-	*	4
	****%***	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**27**	2	3	17	-	*	1	3	-	*	*	*	1	26
	3%	*3%*	*4%*	*17%*	*-%*	**%*	**%*	*2%*	*-%*	**%*	*1%*	**%*	*2%*	*3%*
			kabdefgh	**ijklm**										
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**946**	87	102	13	72	234	34	376	697	156	51	42	249	418	528
Weighted total	**933**	91	95	13	63	261	37	341	892	26	8	7	41	459	474
Standard delivery	**721**	84	68	10	50	200	26	256	687	21	6	6	34	339	381
	77%	*92%*	*72%*	*74%*	*80%*	*77%*	*70%*	*75%*	*77%*	*82%*	*77%*	*84%*	*81%*	*74%*	*80%*
		bdefg													a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	50	63	9	33	163	29	209	551	17	6	4	27	284	294
	62%	*55%*	*67%*	*70%*	*53%*	*62%*	*79%*	*61%*	*62%*	*66%*	*70%*	*59%*	*66%*	*62%*	*62%*
							adg								
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	29	34	1	17	75	15	106	273	10	3	3	16	125	165
	31%	*32%*	*36%*	*8%*	*27%*	*29%*	*39%*	*31%*	*31%*	*39%*	*37%*	*42%*	*39%*	*27%*	*35%*
										a			a		a
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	25	41	1	14	68	15	106	262	9	3	2	14	124	153
	30%	*27%*	*43%*	*8%*	*23%*	*26%*	*40%*	*31%*	*29%*	*36%*	*33%*	*32%*	*35%*	*27%*	*32%*
			adeg												
International delivery	**119**	1	16	1	4	40	6	47	112	4	2	1	7	72	47
	13%	*1%*	*16%*	*6%*	*7%*	*15%*	*17%*	*14%*	*13%*	*16%*	*18%*	*15%*	*16%*	*16%*	*10%*
			a			a	a	a						b	
Cross-Border Delivery	**10**	1	2	-	*	4	-	3	9	1	*	-	1	3	7
	1%	*1%*	*2%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**25**	6	2	*	4	4	-	9	24	*	-	*	1	11	13
	3%	*6%*	*2%*	*1%*	*6%*	*2%*	*-%*	*3%*	*3%*	*2%*	*-%*	*1%*	*1%*	*2%*	*3%*
		e			e										
None of these (DO NOT READ OUT)	**4**	-	-	-	-	-	1	3	4	*	-	-	*	2	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	**%*	**%*	*-%*	*-%*	**%*	*1%*	**%*
							e								
Don't Know (DO NOT READ OUT)	**27**	2	*	-	3	5	2	13	26	*	1	*	1	17	11
	3%	*2%*	**%*	*-%*	*4%*	*2%*	*6%*	*4%*	*3%*	**%*	*6%*	*6%*	*3%*	*4%*	*2%*
							b				b	b			

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**946**	367	68	77	23	679	267	214	465	267	474	166	121	77	51	37	1
Weighted total	**933**	436	54	60	4	720	213	234	486	213	555	151	115	47	29	15	*
Standard delivery	**721**	338	42	47	4	562	158	191	371	158	423	118	93	38	21	14	*
	77%	*77%*	*78%*	*79%*	*86%*	*78%*	*74%*	*82%*	*76%*	*74%*	*76%*	*78%*	*81%*	*79%*	*73%*	*94%* **abde**	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	281	40	35	3	442	136	145	297	136	347	95	70	27	18	10	*
	62%	*64%*	*73%*	*59%*	*63%*	*61%*	*64%*	*62%*	*61%*	*64%*	*62%*	*63%*	*61%*	*57%*	*62%*	*65%*	*100%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	134	22	19	3	226	63	78	148	63	163	44	38	13	14	8	-
	31%	*31%*	*41%*	*31%*	*65%*	*31%*	*30%*	*33%*	*30%*	*30%*	*29%*	*29%*	*33%*	*28%*	*47%* **abd**	*55%* **abcd**	*-%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	131	20	21	2	214	62	79	136	62	153	48	35	12	13	8	-
	30%	*30%*	*37%*	*35%*	*56%*	*30%*	*29%*	*34%*	*28%*	*29%*	*28%*	*32%*	*31%*	*25%*	*44%* **ad**	*54%* **abcd**	*-%*
International delivery	**119**	57	9	13	1	81	38	16	66	38	68	16	13	6	5	7	*
	13%	*13%*	*16%*	*22%* a	*20%*	*11%*	*18%* a	*7%*	*14%* a	*18%* a	*12%*	*11%*	*12%*	*12%*	*16%*	*47%* **abcde**	*100%*
Cross-Border Delivery	**10**	4	*	1	*	6	4	1	5	4	4	1	1	*	1	1	*
	1%	*1%*	*1%*	*2%*	*5%*	*1%*	*2%*	**%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*5%* a	*4%*	*100%*
Other (PLEASE SPECIFY)	**25**	15	3	*	-	19	5	8	11	5	17	4	3	*	*	-	-
	3%	*3%*	*5%*	*1%*	*-%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*1%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	1	-	*	-	4	-	-	4	-	4	1	-	-	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**27**	7	2	3	*	16	11	2	14	11	13	-	5	4	3	*	-
	3%	*2%*	*4%*	*4%*	*4%*	*2%*	*5%* a	*1%*	*3%*	*5%* a	*2%*	*-%*	*5%* b	*8%* **ab**	*10%* **ab**	*3%* b	*-%*

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	946	432	57	40	26	27	851	94	812	133	687	246	12
Weighted total	933	433	53	37	24	20	827	106	788	144	669	257	7
Standard delivery	721	336	36	27	14	18	652	69	620	101	527	188	6
	77%	78%	68%	74%	55%	88%	79% b	65%	79% b	70%	79%	73%	93%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	578	277	40	23	21	11	510	68	481	97	396	178	3
	62%	64%	74%	63%	84%	54%	62%	64%	61%	67%	59%	69% a	48%
Urgent delivery (send / receive mail that needs to arrive rapidly)	289	131	19	9	14	7	259	31	240	49	209	79	1
	31%	30%	36%	25%	56%	35%	31%	29%	30%	34%	31%	31%	13%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	277	122	16	9	10	6	248	28	230	47	204	70	3
	30%	28%	31%	23%	39%	31%	30%	27%	29%	33%	30%	27%	38%
International delivery	119	61	11	10	4	4	93	26	83	36	67	50	2
	13%	14%	20%	27% a	14%	18%	11%	25% a	11%	25% a	10%	19% a	35%
Cross-Border Delivery	10	6	1	*	-	1	10	*	9	1	6	3	-
	1%	1%	2%	*%	-%	4%	1%	*%	1%	1%	1%	1%	-%
Other (PLEASE SPECIFY)	25	12	*	-	3	-	23	2	21	4	19	5	-
	3%	3%	1%	-%	12%	-%	3%	2%	3%	3%	3%	2%	-%
None of these (DO NOT READ OUT)	4	-	-	-	-	-	4	-	4	-	4	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	1%	-%	1%	-%	-%
Don't Know (DO NOT READ OUT)	27	9	2	-	*	*	25	3	25	3	24	3	-
	3%	2%	4%	-%	2%	2%	3%	2%	3%	2%	4% b	1%	-%

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**946**	503	166	269	872	616	895	489	316	232	663	311	9	260	365	903	114
Weighted total	**933**	503	176	243	842	550	870	480	287	241	626	312	6	247	365	884	87
Standard delivery	**721**	399	142	171	659	440	677	365	235	176	495	234	5	191	268	691	71
	77%	*79%*	*81%*	*70%*	*78%*	*80%*	*78%*	*76%*	*82%*	*73%*	*79%*	*75%*	*94%*	*77%*	*73%*	*78%*	*82%*
		c	c			f			f								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	306	102	163	521	364	543	322	195	150	383	202	5	161	256	553	58
	62%	*61%*	*58%*	*67%*	*62%*	*66%*	*62%*	*67%*	*68%*	*62%*	*61%*	*65%*	*92%*	*65%*	*70%*	*63%*	*67%*
								ag	**ag**						b		
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	146	65	76	266	203	271	163	114	65	192	96	4	77	107	275	31
	31%	*29%*	*37%*	*31%*	*32%*	*37%*	*31%*	*34%*	*40%*	*27%*	*31%*	*31%*	*67%*	*31%*	*29%*	*31%*	*36%*
						acfg			**acfg**								
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	155	52	67	258	194	265	152	114	60	182	89	4	69	104	269	30
	30%	*31%*	*30%*	*27%*	*31%*	*35%*	*30%*	*32%*	*40%*	*25%*	*29%*	*29%*	*67%*	*28%*	*29%*	*30%*	*35%*
						cfg			**acdfg**								
International delivery	**119**	65	24	26	99	63	100	80	28	53	84	58	4	27	59	106	41
	13%	*13%*	*14%*	*11%*	*12%*	*11%*	*11%*	*17%*	*10%*	*22%*	*13%*	*18%*	*70%*	*11%*	*16%*	*12%*	*47%*
								abce		**abceg**		c			b		**ab**
Cross-Border Delivery	**10**	4	1	3	9	6	9	8	2	4	8	4	1	2	6	10	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*16%*	*1%*	*2%*	*1%*	*8%*
																	ab
Other (PLEASE SPECIFY)	**25**	11	10	4	23	12	23	15	5	8	19	8	-	7	17	24	1
	3%	*2%*	*5%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*-%*	*3%*	*5%*	*3%*	*1%*
			ac												c		
None of these (DO NOT READ OUT)	**4**	4	-	-	4	1	4	-	-	-	-	-	-	-	*	4	-
	****%***	*1%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**27**	11	9	7	25	13	25	7	5	-	17	1	-	11	4	27	1
	3%	*2%*	*5%*	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*-%*	*3%*	**%*	*-%*	*5%*	*1%*	*3%*	*1%*
					f	f	f		f		f			a		a	

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**946**	716	603	55	11	850	928	857	936	946	938	-	686	922	169	125	724	94
Weighted total	**933**	685	564	48	12	850	917	832	923	933	928	-	660	906	154	139	697	94
Standard delivery	**721**	527	461	43	8	656	711	654	715	721	719	-	477	721	139	92	553	73
	77%	*77%*	*82%* a	*88%*	*68%*	*77%*	*78%*	*79%*	*77%*	*77%*	*77%*	*-%*	*72%*	*80%* a	*90%* **ab**	*66%*	*79%* a	*77%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	447	353	32	10	527	566	524	569	578	574	-	578	566	113	82	435	58
	62%	*65%*	*63%*	*67%*	*85%*	*62%*	*62%*	*63%*	*62%*	*62%*	*62%*	*-%*	*88%* **bc**	*63%*	*73%* b	*59%*	*63%*	*61%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	223	196	17	5	266	287	271	288	289	289	-	289	287	78	38	218	33
	31%	*33%*	*35%*	*36%*	*41%*	*31%*	*31%*	*33%*	*31%*	*31%*	*31%*	*-%*	*44%* b	*32%*	*51%* b	*27%*	*31%*	*35%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	222	188	13	4	254	275	266	275	277	276	-	277	274	78	36	207	34
	30%	*32%*	*33%*	*28%*	*37%*	*30%*	*30%*	*32%*	*30%*	*30%*	*30%*	*-%*	*42%* b	*30%*	*51%* **ab**	*26%*	*30%*	*36%*
International delivery	**119**	82	75	11	2	101	118	109	119	119	119	-	103	117	119	27	81	10
	13%	*12%*	*13%*	*23%* c	*20%*	*12%*	*13%*	*13%*	*13%*	*13%*	*13%*	*-%*	*16%*	*13%*	*77%* **ab**	*20%* b	*12%*	*11%*
Cross-Border Delivery	**10**	8	8	1	*	8	10	10	10	10	10	-	9	10	10	1	8	1
	1%	*1%*	*1%*	*2%*	*4%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*6%* **ab**	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**25**	22	10	2	2	20	25	25	25	25	25	-	24	25	2	1	18	5
	3%	*3%*	*2%*	*4%*	*20%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*1%*	*1%*	*3%*	*6%* a
None of these (DO NOT READ OUT)	**4**	4	4	-	1	3	4	4	4	4	4	-	*	4	*	-	1	4
	****%***	*1%*	*1%*	*-%*	*10%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*4%* **ab**
Don't Know (DO NOT READ OUT)	**27**	22	20	*	-	24	27	25	27	27	27	-	4	14	-	6	21	-
	3%	*3%*	*4%*	*1%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*1%*	*2%*	*-%*	*4%* c	*3%*	*-%*

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**946**	87	60	794	594	352	888	58	756	45	189	744	41	150
Weighted total	**933**	87	58	783	592	341	864	69	733	48	182	744	33	147
Standard delivery	**721**	59	40	616	455	266	665	56	572	37	136	578	26	99
	77%	*68%*	*68%*	*79%* a	*77%*	*78%*	*77%*	*81%*	*78%*	*77%*	*75%*	*78%*	*76%*	*67%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	66	41	469	381	197	546	32	450	30	121	453	23	98
	62%	*76%* c	*71%*	*60%*	*64%*	*58%*	*63%* b	*47%*	*61%*	*62%*	*67%*	*61%*	*69%*	*66%*
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	26	22	239	186	104	271	18	222	16	51	238	4	39
	31%	*30%*	*37%*	*31%*	*31%*	*30%*	*31%*	*27%*	*30%*	*34%*	*28%*	*32%*	*13%*	*27%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	22	19	234	182	94	259	18	208	13	47	227	8	33
	30%	*25%*	*32%*	*30%*	*31%*	*28%*	*30%*	*26%*	*28%*	*26%*	*26%*	*31%*	*24%*	*22%*
International delivery	**119**	24	7	88	86	33	113	6	81	10	25	92	7	28
	13%	*28%* **bc**	*12%*	*11%*	*15%* b	*10%*	*13%*	*9%*	*11%*	*20%*	*14%*	*12%*	*20%*	*19%*
Cross-Border Delivery	**10**	*	*	9	7	2	9	*	7	*	3	7	*	2
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*2%*
Other (PLEASE SPECIFY)	**25**	3	-	21	22	3	21	3	22	-	4	20	3	1
	3%	*4%*	*-%*	*3%*	*4%* b	*1%*	*2%*	*5%*	*3%*	*-%*	*2%*	*3%*	*8%* b	*1%*
None of these (DO NOT READ OUT)	**4**	-	-	4	*	4	4	-	2	2	*	4	-	-
	****%***	*-%*	*-%*	*1%*	**%*	*1%* a	**%*	*-%*	**%*	*5%* a	**%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**27**	*	3	24	17	11	22	5	21	*	5	22	-	3
	3%	**%*	*5%*	*3%*	*3%*	*3%*	*3%*	*8%* a	*3%*	**%*	*3%*	*3%*	*-%*	*2%*

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

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All respondents who receive PARCELS AND PACKETS at their location

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**946**	168	4	88	141	98	54	77	178	114	85	111
Weighted total	**933**	157	6	75	138	118	52	78	181	88	95	108
Standard delivery	**721**	106	6	60	108	100	43	61	145	63	64	76
	77%	*68%*	*100%*	*80%*	*78%*	*85%*	*83%*	*78%*	*80%*	*72%*	*67%*	*70%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**578**	103	2	39	69	69	32	62	114	61	52	80
	62%	*65%*	*26%*	*52%*	*50%*	*59%*	*61%*	*80%*	*63%*	*69%*	*55%*	*74%*
								ac		b		b
Urgent delivery (send / receive mail that needs to arrive rapidly)	**289**	42	-	22	40	41	19	48	56	21	13	31
	31%	*27%*	*-%*	*29%*	*29%*	*35%*	*36%*	*61%*	*31%*	*24%*	*13%*	*28%*
								ac				b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**277**	37	1	20	32	44	20	47	48	22	13	31
	30%	*23%*	*23%*	*27%*	*23%*	*38%*	*39%*	*60%*	*26%*	*25%*	*14%*	*28%*
						b		**ac**				b
International delivery	**119**	31	2	1	13	11	2	16	39	9	12	18
	13%	*20%*	*37%*	*1%*	*9%*	*9%*	*4%*	*20%*	*21%*	*10%*	*12%*	*16%*
					a	a		a	a			
Cross-Border Delivery	**10**	2	-	1	2	2	-	*	3	*	*	1
	1%	*2%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	**%*	**%*	*1%*
Other (PLEASE SPECIFY)	**25**	3	-	-	1	-	-	-	3	1	-	21
	3%	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*19%*
												ab
None of these (DO NOT READ OUT)	**4**	-	-	-	-	-	-	-	1	*	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*2%*
Don't Know (DO NOT READ OUT)	**27**	3	-	5	6	-	-	3	5	1	7	1
	3%	*2%*	*-%*	*6%*	*4%*	*-%*	*-%*	*3%*	*3%*	*1%*	*7%*	*1%*
				c	c						**ac**	

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

Ofcom; Business Postal Tracker

Table 57

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
6am - 8.59am	**19**	1	5	-	1	*	-	8	-	1	2	2	*	16
	2%	*1%*	*4%*	*-%*	*2%*	**%*	*-%*	*4%*	*-%*	*1%*	*3%*	*3%*	**%*	*2%*
			fl					**fl**						
9am - 11.59am	**725**	52	71	62	43	47	129	111	65	43	32	41	30	622
	61%	*72%*	*58%*	*47%*	*61%*	*54%*	*69%*	*61%*	*71%*	*51%*	*57%*	*69%*	*62%*	*61%*
		ceij					**cei**		**ceij**			**ceij**	c	c
12pm - 2.59pm	**335**	16	41	45	22	33	46	40	18	27	18	12	16	289
	28%	*23%*	*34%*	*34%*	*31%*	*39%*	*24%*	*22%*	*20%*	*32%*	*32%*	*21%*	*33%*	*28%*
			hk	k		**afghkm**					k		**hk**	
3pm - 5.59pm	**19**	-	-	10	*	*	*	-	2	2	2	2	1	15
	2%	*-%*	*-%*	*8%*	**%*	**%*	**%*	*-%*	*2%*	*3%*	*4%*	*3%*	*1%*	*1%*
				abdefgl							**bfm**			
				m										
6pm - 5.59am	**10**	-	-	-	*	1	-	5	-	2	-	1	*	9
	1%	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*3%*	*-%*	*3%*	*-%*	*1%*	**%*	*1%*
								j		j				
Don't know	**83**	3	5	15	4	4	13	18	7	8	2	2	1	77
	7%	*5%*	*4%*	*11%*	*6%*	*5%*	*7%*	*10%*	*7%*	*9%*	*4%*	*3%*	*3%*	*8%*
				jkl				**kl**		l				l

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1185	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	1192	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
6am - 8.59am	19	4	6	-	2	3	-	4	17	1	1	*	2	4	16
	2%	3%	5%	-%	3%	1%	-%	1%	2%	5%	7%	2%	5%	1%	3%
		g	eg							a	a		a		a
9am - 11.59am	725	56	57	10	48	219	24	282	697	18	5	6	29	327	398
	61%	47%	55%	60%	55%	72%	41%	61%	61%	60%	59%	67%	61%	57%	64%
						abdfg		af							a
12pm - 2.59pm	335	48	35	4	33	64	26	114	323	8	2	2	12	173	162
	28%	40%	34%	25%	38%	21%	44%	25%	28%	26%	27%	21%	26%	30%	26%
		eg	eg		eg		eg								
3pm - 5.59pm	19	4	-	1	1	2	-	12	19	1	-	-	1	12	7
	2%	3%	-%	8%	1%	1%	-%	3%	2%	3%	-%	-%	2%	2%	1%
		e													
6pm - 5.59am	10	4	-	-	-	4	-	2	9	*	*	-	*	*	9
	1%	3%	-%	-%	-%	1%	-%	*%	1%	*%	3%	-%	1%	*%	2%
		g													a
Don't know	83	4	5	1	4	15	9	46	80	2	*	1	3	55	28
	7%	3%	5%	7%	4%	5%	15%	10%	7%	6%	4%	10%	7%	10%	5%
							abde	ae						b	

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
6am - 8.59am	**19**	11	1	*	-	12	7	8	4	7	7	7	3	2	*	-	-
	2%	*2%*	*1%*	**%*	*-%*	*1%*	*3%*	*2%*	*1%*	*3%*	*1%*	*4%*	*2%*	*3%*	*1%*	*-%*	*-%*
							a	b		b		a					
9am - 11.59am	**725**	347	40	36	4	584	141	213	371	141	443	127	84	32	18	9	2
	61%	*60%*	*70%*	*61%*	*66%*	*61%*	*60%*	*63%*	*60%*	*60%*	*63%*	*60%*	*59%*	*54%*	*51%*	*54%*	*84%*
12pm - 2.59pm	**335**	158	14	14	1	272	63	82	190	63	196	59	41	19	15	1	*
	28%	*27%*	*25%*	*23%*	*27%*	*28%*	*27%*	*24%*	*31%*	*27%*	*28%*	*28%*	*29%*	*32%*	*44%*	*4%*	*16%*
									a		f	f	f	f	**abcf**		
3pm - 5.59pm	**19**	15	-	4	-	16	3	8	9	3	8	*	5	2	*	3	-
	2%	*3%*	*-%*	*6%*	*-%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	**%*	*4%*	*4%*	*1%*	*17%*	*-%*
				b									**ab**	**ab**		**abcde**	
6pm - 5.59am	**10**	7	-	-	-	9	*	3	6	*	9	*	-	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	**83**	40	3	6	*	62	21	23	39	21	44	18	9	4	1	4	-
	7%	*7%*	*4%*	*9%*	*7%*	*6%*	*9%*	*7%*	*6%*	*9%*	*6%*	*8%*	*6%*	*7%*	*2%*	*25%*	*-%*
																abcde	

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1185**	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	**1192**	490	62	38	24	24	1092	100	1046	146	906	286	-
6am - 8.59am	**19**	3	3	-	3	*	19	-	17	2	15	4	-
	2%	*1%*	*5%* a	*-%*	*11%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*-%*
9am - 11.59am	**725**	309	29	19	20	18	662	63	634	91	539	186	-
	61%	*63%* b	*46%*	*51%*	*82%*	*74%*	*61%*	*63%*	*61%*	*63%*	*60%*	*65%*	*-%*
12pm - 2.59pm	**335**	140	26	17	1	1	307	28	291	44	256	79	-
	28%	*28%*	*43%* a	*44%* a	*3%*	*4%*	*28%*	*28%*	*28%*	*30%*	*28%*	*28%*	*-%*
3pm - 5.59pm	**19**	10	-	-	-	-	19	-	19	-	19	1	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%* b	**%*	*-%*
6pm - 5.59am	**10**	3	-	-	-	-	10	-	10	-	10	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Don't know	**83**	27	4	2	1	5	75	8	75	8	67	16	-
	7%	*5%*	*6%*	*5%*	*5%*	*20%*	*7%*	*8%*	*7%*	*6%*	*7%*	*6%*	*-%*

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
6am - 8.59am	**19**	8	3	8	19	8	19	7	8	7	12	8	-	1	11	19	*
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*-%*	**%*	*3%*	*2%*	**%*
												c					
9am - 11.59am	**725**	400	139	178	657	419	676	330	225	170	480	221	6	164	239	683	65
	61%	*63%*	*64%*	*55%*	*61%*	*63%*	*61%*	*64%*	*63%*	*64%*	*61%*	*65%*	*100%*	*57%*	*58%*	*61%*	*65%*
		c	c														
12pm - 2.59pm	**335**	178	57	98	304	190	312	141	96	69	233	92	-	91	126	316	26
	28%	*28%*	*26%*	*30%*	*28%*	*29%*	*28%*	*27%*	*27%*	*26%*	*30%*	*27%*	*-%*	*32%*	*30%*	*28%*	*26%*
3pm - 5.59pm	**19**	11	*	8	17	9	19	6	5	4	14	2	-	8	1	19	*
	2%	*2%*	**%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*3%*	**%*	*2%*	**%*
				b										a		a	
6pm - 5.59am	**10**	6	3	1	10	4	10	3	*	2	8	2	-	1	4	10	-
	1%	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*-%*
											e						
Don't know	**83**	34	14	30	69	36	73	32	26	11	37	17	-	21	32	78	7
	7%	*5%*	*7%*	*9%*	*6%*	*5%*	*7%*	*6%*	*7%*	*4%*	*5%*	*5%*	*-%*	*7%*	*8%*	*7%*	*7%*
				a													

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
6am - 8.59am	**19**	13	12	*	-	19	17	13	17	13	13	2	8	17	1	3	12	2
	2%	*1%*	*2%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*37%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
9am - 11.59am	**725**	538	449	44	12	658	709	593	715	569	711	-	434	704	103	101	538	83
	61%	*61%*	*61%*	*72%*	*69%*	*60%*	*61%*	*61%*	*61%*	*61%*	*61%*	*-%*	*62%*	*62%*	*63%*	*62%*	*59%*	*71%* b
12pm - 2.59pm	**335**	250	212	14	4	311	325	283	326	265	330	1	203	318	43	42	269	24
	28%	*28%*	*29%*	*22%*	*24%*	*28%*	*28%*	*29%*	*28%*	*29%*	*28%*	*19%*	*29%*	*28%*	*26%*	*26%*	*30%* c	*21%*
3pm - 5.59pm	**19**	13	15	-	-	19	19	13	19	12	19	-	6	19	3	3	14	3
	2%	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
6pm - 5.59am	**10**	7	9	1	-	8	10	8	10	8	8	-	7	10	-	-	10	-
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
Don't know	**83**	63	42	2	1	77	78	69	79	59	80	3	44	73	14	13	64	6
	7%	*7%*	*6%*	*4%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*44%*	*6%*	*6%*	*9%*	*8%*	*7%*	*5%*

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
6am - 8.59am	**19**	5	2	12	8	11	19	*	16	*	5	14	*	4
	2%	*5%*	*3%*	*1%*	*1%*	*2%*	*2%*	**%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*
		c												
9am - 11.59am	**725**	63	32	626	424	301	645	81	621	21	111	615	23	94
	61%	*62%*	*49%*	*61%*	*59%*	*64%*	*60%*	*72%*	*66%*	*31%*	*51%*	*63%*	*67%*	*58%*
						a		a	b			a		
12pm - 2.59pm	**335**	24	22	290	218	117	312	24	237	33	71	264	11	52
	28%	*24%*	*34%*	*28%*	*30%*	*25%*	*29%*	*21%*	*25%*	*49%*	*33%*	*27%*	*32%*	*32%*
										a				
3pm - 5.59pm	**19**	*	1	19	14	5	19	*	10	3	3	16	-	1
	2%	**%*	*1%*	*2%*	*2%*	*1%*	*2%*	**%*	*1%*	*4%*	*2%*	*2%*	*-%*	**%*
										a				
6pm - 5.59am	**10**	-	1	8	8	1	8	1	8	-	2	8	-	-
	1%	*-%*	*2%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*
Don't know	**83**	9	7	67	52	31	78	5	47	11	26	57	*	11
	7%	*9%*	*10%*	*7%*	*7%*	*7%*	*7%*	*5%*	*5%*	*16%*	*12%*	*6%*	*1%*	*7%*
										a	b			

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

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1185**	175	4	109	168	122	57	95	243	142	110	139
Weighted total	**1192**	168	6	100	162	140	55	97	246	118	131	143
6am - 8.59am	**19**	4	-	3	1	-	1	3	6	3	-	2
	2%	*2%*	*-%*	*3%*	*1%*	*-%*	*3%*	*3%*	*2%*	*3%*	*-%*	*2%*
				c								
9am - 11.59am	**725**	101	1	61	100	82	39	56	154	73	76	84
	61%	*60%*	*23%*	*61%*	*62%*	*58%*	*71%*	*58%*	*63%*	*62%*	*58%*	*59%*
12pm - 2.59pm	**335**	51	5	29	47	43	11	27	58	31	47	42
	28%	*30%*	*77%*	*29%*	*29%*	*31%*	*20%*	*27%*	*24%*	*26%*	*36%*	*30%*
3pm - 5.59pm	**19**	1	-	*	*	2	*	*	8	4	3	*
	2%	**%*	*-%*	**%*	**%*	*2%*	*1%*	**%*	*3%*	*4%*	*2%*	**%*
										c		
6pm - 5.59am	**10**	-	-	-	-	2	-	-	-	2	-	5
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*4%*
												b
Don't know	**83**	12	-	6	14	11	3	11	20	5	5	9
	7%	*7%*	*-%*	*6%*	*8%*	*8%*	*6%*	*11%*	*8%*	*4%*	*4%*	*6%*

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**16**	-	2	3	*	-	5	5	-	-	1	1	-	14
	1%	*-%*	*1%*	*2%*	**%*	*-%*	*3%*	*3%*	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*
Fairly Dissatisfied	**52**	3	3	10	4	3	3	10	6	5	3	1	1	47
	4%	*5%*	*3%*	*8%*	*6%*	*4%*	*1%*	*5%*	*7%*	*6%*	*5%*	*1%*	*2%*	*5%*
				fkl					**fk**					
Neither Satisfied Nor Dissatisfied	**183**	8	22	30	4	20	26	32	14	10	4	9	4	167
	15%	*11%*	*18%*	*23%*	*6%*	*24%*	*14%*	*18%*	*15%*	*12%*	*7%*	*14%*	*8%*	*16%*
			djl	**djl**		**djl**		**djl**	j			j		**djl**
Fairly Satisfied	**470**	38	47	46	28	30	84	57	32	41	24	21	23	403
	39%	*53%*	*38%*	*35%*	*41%*	*35%*	*45%*	*31%*	*35%*	*49%*	*42%*	*34%*	*47%*	*39%*
		ceghkm								**gk**			**gk**	
Very Satisfied	**469**	22	50	40	33	33	70	78	40	27	26	28	21	394
	39%	*31%*	*41%*	*31%*	*48%*	*38%*	*37%*	*43%*	*43%*	*32%*	*46%*	*47%*	*43%*	*38%*
					c						c	**acim**		
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	-	-	-	-	-	-	-	2
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
				m										
NET: Satisfied	**938**	60	96	86	62	62	154	135	72	69	49	49	43	796
	79%	*84%*	*79%*	*65%*	*88%*	*73%*	*82%*	*74%*	*78%*	*82%*	*87%*	*82%*	*90%*	*78%*
		c			**cegm**		c			c	**cegm**	c	**bceghm**	c
NET: Dissatisfied	**68**	3	5	13	4	3	7	15	6	5	3	2	1	62
	6%	*5%*	*4%*	*10%*	*6%*	*4%*	*4%*	*8%*	*7%*	*6%*	*6%*	*4%*	*2%*	*6%*
				l				l						l

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**16**	-	*	-	-	1	3	8	16	*	-	*	1	10	7
	1%	*-%*	**%*	*-%*	*-%*	**%*	*5%*	*2%*	*1%*	*2%*	*-%*	*3%*	*2%*	*2%*	*1%*
							abde								
Fairly Dissatisfied	**52**	4	9	-	4	5	7	23	50	1	*	*	2	27	25
	4%	*4%*	*9%*	*-%*	*5%*	*2%*	*11%*	*5%*	*4%*	*4%*	*4%*	*2%*	*4%*	*5%*	*4%*
			e				e	e							
Neither Satisfied Nor Dissatisfied	**183**	17	19	1	13	46	16	68	176	4	2	2	7	99	84
	15%	*14%*	*19%*	*8%*	*15%*	*15%*	*26%*	*15%*	*15%*	*12%*	*19%*	*21%*	*15%*	*17%*	*14%*
							eg								
Fairly Satisfied	**470**	44	35	13	26	121	16	198	451	12	4	3	19	240	230
	39%	*36%*	*34%*	*80%*	*29%*	*39%*	*27%*	*43%*	*39%*	*39%*	*41%*	*40%*	*40%*	*42%*	*37%*
								df							
Very Satisfied	**469**	54	39	2	45	135	18	161	450	13	3	3	19	193	275
	39%	*45%*	*38%*	*13%*	*52%*	*44%*	*31%*	*35%*	*39%*	*43%*	*36%*	*34%*	*40%*	*34%*	*44%*
		g			**fg**	g									a
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
NET: Satisfied	**938**	98	74	15	71	255	34	358	901	24	7	6	37	433	505
	79%	*82%*	*72%*	*92%*	*81%*	*83%*	*57%*	*78%*	*79%*	*82%*	*77%*	*74%*	*80%*	*76%*	*81%*
		f			f	**bf**		f							a
NET: Dissatisfied	**68**	4	9	-	4	5	10	30	66	2	*	*	2	36	32
	6%	*4%*	*9%*	*-%*	*5%*	*2%*	*16%*	*7%*	*6%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*
			e				**adeg**	e							

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**16**	8	3	-	*	13	3	4	9	3	5	4	5	1	*	1	-
	1%	*1%*	*6%* **ac**	*-%*	*8%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%* a	*2%*	*1%*	*4%* a	*-%*
Fairly Dissatisfied	**52**	31	2	4	*	36	16	7	28	16	28	11	6	4	2	*	-
	4%	*5%*	*4%*	*7%*	*7%*	*4%*	*7%* a	*2%*	*5%*	*7%* a	*4%*	*5%*	*4%*	*7%*	*6%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**183**	96	8	8	1	144	40	45	98	40	122	23	20	5	6	4	3
	15%	*17%*	*14%*	*13%*	*24%*	*15%*	*17%*	*13%*	*16%*	*17%*	*17%* **bd**	*11%*	*14%*	*9%*	*17%*	*26%* **bd**	*100%*
Fairly Satisfied	**470**	221	24	24	3	360	109	117	244	109	268	89	60	26	13	7	-
	39%	*38%*	*42%*	*40%*	*47%*	*38%*	*46%* a	*35%*	*39%*	*46%* **ab**	*38%*	*42%*	*42%*	*44%*	*39%*	*42%*	*-%*
Very Satisfied	**469**	223	20	24	1	404	65	164	240	65	286	85	51	23	13	4	-
	39%	*39%*	*34%*	*40%*	*14%*	*42%* b	*27%*	*49%* **bc**	*39%* c	*27%*	*40%*	*40%*	*36%*	*39%*	*37%*	*27%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*-%*	*1%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**938**	444	44	47	3	764	174	281	483	174	554	173	111	49	26	11	-
	79%	*77%*	*76%*	*79%*	*61%*	*80%* b	*74%*	*83%* c	*78%*	*74%*	*78%*	*82%* f	*78%*	*83%*	*76%*	*68%*	*-%*
NET: Dissatisfied	**68**	39	6	4	1	49	19	11	37	19	33	16	11	5	2	1	-
	6%	*7%*	*10%*	*7%*	*14%*	*5%*	*8%* a	*3%*	*6%*	*8%* a	*5%*	*7%*	*8%*	*9%*	*7%*	*6%*	*-%*

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	16	4	-	2	*	-	14	3	13	3	13	3	-
	1%	1%	-%	6% a	1%	-%	1%	3%	1%	2%	1%	1%	-%
Fairly Dissatisfied	52	22	2	9	1	1	42	10	39	13	34	18	-
	4%	5%	3%	24% ab	5%	3%	4%	10% a	4%	9% a	4%	6%	-%
Neither Satisfied Nor Dissatisfied	183	70	14	7	3	7	167	16	161	22	134	50	-
	15%	14%	22%	19%	14%	28%	15%	16%	15%	15%	15%	17%	-%
Fairly Satisfied	470	215	25	14	10	11	428	42	408	62	351	118	-
	39%	44%	41%	37%	41%	48%	39%	42%	39%	43%	39%	41%	-%
Very Satisfied	469	180	18	5	10	5	442	27	425	43	374	94	-
	39%	37% c	30%	14%	40%	21%	40% b	27%	41% b	30%	41% b	33%	-%
Don't Know (DO NOT READ OUT)	2	-	2	-	-	-	-	2	-	2	-	2	-
	*%	-%	4% a	-%	-%	-%	-%	2% a	-%	2% a	-%	1% a	-%
NET: Satisfied	938	395	44	19	20	16	869	69	833	105	726	212	-
	79%	80% c	71% c	51%	81%	69%	80% b	69%	80%	72%	80% b	74%	-%
NET: Dissatisfied	68	26	2	11	1	1	56	13	53	16	46	22	-
	6%	5%	3%	30% ab	6%	3%	5%	13% a	5%	11% a	5%	8%	-%

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**16**	6	2	9	16	9	16	6	5	1	7	4	3	*	6	16	5
	1%	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*47%*	**%*	*1%*	*1%*	*5%*
				a													**ab**
Fairly Dissatisfied	**52**	26	5	19	51	35	51	29	15	24	34	22	-	14	30	51	10
	4%	*4%*	*2%*	*6%*	*5%*	*5%*	*5%*	*6%*	*4%*	*9%*	*4%*	*6%*	*-%*	*5%*	*7%*	*4%*	*10%*
										abceg					b		b
Neither Satisfied Nor Dissatisfied	**183**	85	33	59	169	117	175	83	45	45	129	57	*	42	72	181	25
	15%	*13%*	*15%*	*18%*	*16%*	*18%*	*16%*	*16%*	*13%*	*17%*	*16%*	*17%*	*3%*	*15%*	*17%*	*16%*	*25%*
				a		e											**ab**
Fairly Satisfied	**470**	246	102	118	418	274	434	221	150	111	314	148	1	124	157	439	37
	39%	*38%*	*47%*	*37%*	*39%*	*41%*	*39%*	*43%*	*42%*	*42%*	*40%*	*43%*	*16%*	*43%*	*38%*	*39%*	*37%*
			ac														
Very Satisfied	**469**	275	73	116	422	231	433	177	143	82	301	113	2	103	148	436	22
	39%	*43%*	*34%*	*36%*	*39%*	*35%*	*39%*	*34%*	*40%*	*31%*	*38%*	*33%*	*34%*	*36%*	*36%*	*39%*	*22%*
		bc			**df**		f		f		f				c	c	
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	-	2	2	-	-	-	-	2	-	2	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
				a				**ac**	**abcg**								
NET: Satisfied	**938**	521	176	234	840	505	868	398	293	193	615	261	3	227	305	875	60
	79%	*82%*	*81%*	*72%*	*78%*	*76%*	*78%*	*77%*	*81%*	*73%*	*78%*	*76%*	*50%*	*79%*	*74%*	*78%*	*60%*
		c	c						**bf**						c	c	
NET: Dissatisfied	**68**	32	7	28	67	44	67	35	20	25	41	25	3	14	36	67	15
	6%	*5%*	*3%*	*9%*	*6%*	*7%*	*6%*	*7%*	*5%*	*9%*	*5%*	*7%*	*47%*	*5%*	*9%*	*6%*	*15%*
				ab						**cg**					b		b

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1185	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	1192	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	16	13	13	*	-	16	16	13	16	9	16	-	8	16	5	3	6	8
	1%	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	3%	2%	1%	7% ab
Fairly Dissatisfied	52	45	38	2	-	49	52	45	52	40	50	-	35	49	8	9	36	6
	4%	5%	5%	3%	-%	4%	4%	5%	4%	4%	4%	-%	5%	4%	5%	6%	4%	5%
Neither Satisfied Nor Dissatisfied	183	146	128	16	4	157	182	175	182	142	182	-	117	179	31	28	130	25
	15%	17%	17%	26% c	25%	14%	16%	18%	16%	15%	16%	-%	17%	16%	19%	17%	14%	22% b
Fairly Satisfied	470	333	299	29	7	427	457	386	460	373	464	-	285	443	74	62	366	42
	39%	38%	40%	47%	41%	39%	39%	39%	39%	40%	40%	-%	41%	39%	45%	38%	40%	36%
Very Satisfied	469	345	261	15	6	445	449	358	453	360	447	6	257	453	46	57	369	36
	39%	39%	35%	24%	34%	41% a	39%	37%	39%	39%	38%	100%	37% c	40% c	28%	35%	41% c	31%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	2	2	2	2	2	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	-%	1% b	-%	-%
NET: Satisfied	938	678	559	44	13	872	905	744	914	733	911	6	542	896	120	119	735	78
	79%	77%	76%	71%	75%	80%	78%	76%	78%	79%	78%	100%	77%	79%	73%	74%	81% ac	67%
NET: Dissatisfied	68	59	51	2	-	65	68	58	68	48	67	-	42	65	13	12	42	14
	6%	7%	7%	4%	-%	6%	6%	6%	6%	5%	6%	-%	6%	6%	8%	8%	5%	12% b

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**16**	2	2	12	8	8	16	-	-	16	11	6	-	1
	1%	*2%*	*4%*	*1%*	*1%*	*2%*	*2%*	*-%*	*-%*	*24%* a	*5%* b	*1%*	*-%*	**%*
Fairly Dissatisfied	**52**	5	5	42	34	17	52	-	-	52	35	17	7	8
	4%	*5%*	*7%*	*4%*	*5%*	*4%*	*5%* b	*-%*	*-%*	*76%* a	*16%* b	*2%*	*21%* b	*5%*
Neither Satisfied Nor Dissatisfied	**183**	24	19	140	129	54	172	11	-	-	56	127	6	29
	15%	*24%* c	*29%* c	*14%*	*18%* b	*12%*	*16%*	*10%*	*-%*	*-%*	*26%* b	*13%*	*16%*	*18%*
Fairly Satisfied	**470**	40	21	407	277	193	420	50	470	-	86	384	14	69
	39%	*40%*	*32%*	*40%*	*38%*	*41%*	*39%*	*44%*	*50%* b	*-%*	*39%*	*39%*	*41%*	*43%*
Very Satisfied	**469**	30	15	421	274	195	417	51	469	-	28	441	7	53
	39%	*29%*	*24%*	*41%* **ab**	*38%*	*42%*	*39%*	*46%*	*50%* b	*-%*	*13%*	*45%* a	*22%*	*33%*
Don't Know (DO NOT READ OUT)	**2**	-	2	-	2	-	2	-	-	-	2	-	-	2
	****%***	*-%*	*4%* c	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* b	*-%*	*-%*	*1%*
NET: Satisfied	**938**	70	36	827	551	388	838	101	938	-	114	824	22	122
	79%	*69%*	*56%*	*81%* **ab**	*76%*	*83%* a	*78%*	*90%* a	*100%* b	*-%*	*52%*	*85%* a	*63%*	*75%*
NET: Dissatisfied	**68**	7	7	54	42	26	68	-	-	68	46	23	7	9
	6%	*7%*	*11%* c	*5%*	*6%*	*6%*	*6%* b	*-%*	*-%*	*100%* a	*21%* b	*2%*	*21%* b	*5%*

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

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	16	1	-	*	3	3	-	-	5	*	-	5
	1%	*%	-%	*%	2%	2%	-%	-%	2%	*%	-%	4%
												ab
Fairly Dissatisfied	52	13	-	2	10	5	3	3	9	4	8	7
	4%	8%	-%	2%	6%	3%	6%	3%	3%	4%	6%	5%
Neither Satisfied Nor Dissatisfied	183	30	-	20	22	17	7	18	27	24	32	18
	15%	18%	-%	20%	13%	12%	12%	19%	11%	20%	24%	12%
											c	
Fairly Satisfied	470	68	6	40	59	71	21	38	90	39	49	62
	39%	40%	100%	41%	37%	51%	39%	39%	36%	33%	37%	43%
						b						
Very Satisfied	469	55	-	37	68	45	24	37	116	50	40	51
	39%	33%	-%	37%	42%	32%	43%	38%	47%	43%	31%	35%
										b		
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	-	2	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
NET: Satisfied	938	123	6	78	127	116	45	76	206	89	89	112
	79%	73%	100%	78%	79%	83%	82%	78%	84%	76%	68%	79%
NET: Dissatisfied	68	13	-	2	13	7	3	3	13	5	8	13
	6%	8%	-%	2%	8%	5%	6%	3%	5%	4%	6%	9%
					a							

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**51**	3	7	8	3	3	3	17	1	2	2	2	1	47
	4%	*4%*	*5%*	*6%*	*4%*	*3%*	*1%*	*9%*	*2%*	*3%*	*3%*	*3%*	*1%*	*5%*
				l				**fhkl**						
Fairly Dissatisfied	**89**	5	13	15	5	5	11	5	12	6	4	5	2	78
	7%	*7%*	*11%*	*12%*	*8%*	*6%*	*6%*	*3%*	*13%*	*7%*	*7%*	*9%*	*4%*	*8%*
			g	g					**gl**					
Neither Satisfied Nor Dissatisfied	**210**	16	22	23	8	20	39	41	7	12	7	7	9	187
	18%	*22%*	*18%*	*17%*	*11%*	*23%*	*20%*	*23%*	*8%*	*14%*	*13%*	*11%*	*18%*	*18%*
		hk				**dhjk**	**hk**	**hk**						**hk**
Fairly Satisfied	**381**	26	43	38	24	31	48	52	22	40	21	20	14	325
	32%	*36%*	*35%*	*29%*	*35%*	*37%*	*26%*	*29%*	*24%*	*48%*	*37%*	*33%*	*30%*	*32%*
										cfghklm	h			
Very Satisfied	**446**	22	36	45	29	27	87	63	45	22	22	26	22	375
	37%	*31%*	*29%*	*34%*	*41%*	*31%*	*46%*	*35%*	*49%*	*26%*	*39%*	*43%*	*46%*	*37%*
							bei		**abeim**			**bi**	**abeim**	
Don't Know (DO NOT READ OUT)	**16**	-	2	2	1	-	*	3	5	1	*	*	*	14
	1%	*-%*	*1%*	*2%*	*2%*	*-%*	**%*	*1%*	*5%*	*1%*	*1%*	*1%*	*1%*	*1%*
									efjkm					
NET: Satisfied	**826**	48	79	83	53	58	136	115	67	62	43	46	37	701
	69%	*66%*	*64%*	*63%*	*76%*	*67%*	*72%*	*63%*	*73%*	*74%*	*76%*	*76%*	*76%*	*68%*
											bg	**bcgm**	**bg**	
NET: Dissatisfied	**141**	8	20	23	8	8	13	23	13	8	6	7	3	125
	12%	*11%*	*16%*	*18%*	*12%*	*10%*	*7%*	*12%*	*14%*	*10%*	*10%*	*12%*	*5%*	*12%*
			fl	**fl**					l			l		l

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**51**	5	4	-	4	6	5	22	50	1	*	-	1	22	29
	4%	*4%*	*4%*	*-%*	*4%*	*2%*	*9%*	*5%*	*4%*	*4%*	*3%*	*-%*	*3%*	*4%*	*5%*
							e	e							
Fairly Dissatisfied	**89**	15	8	*	3	17	12	31	84	2	1	2	5	52	37
	7%	*12%*	*8%*	*3%*	*4%*	*6%*	*21%*	*7%*	*7%*	*8%*	*13%*	*21%*	*11%*	*9%*	*6%*
		deg					**bdeg**					**ab**	a	b	
Neither Satisfied Nor Dissatisfied	**210**	16	19	3	16	28	21	99	202	4	2	2	8	102	107
	18%	*13%*	*19%*	*18%*	*18%*	*9%*	*36%*	*22%*	*18%*	*12%*	*18%*	*29%*	*16%*	*18%*	*17%*
			e		e		**abdeg**	**ae**				**abe**			
Fairly Satisfied	**381**	39	33	9	29	112	11	138	366	10	3	2	15	195	186
	32%	*32%*	*32%*	*53%*	*33%*	*37%*	*19%*	*30%*	*32%*	*35%*	*31%*	*25%*	*32%*	*34%*	*30%*
						f									
Very Satisfied	**446**	45	35	4	36	138	9	161	428	12	3	2	17	191	254
	37%	*38%*	*34%*	*26%*	*41%*	*45%*	*15%*	*35%*	*37%*	*40%*	*37%*	*26%*	*37%*	*33%*	*41%*
		f	f		f	**bfg**		f							a
Don't Know (DO NOT READ OUT)	**16**	-	3	-	-	4	-	8	15	*	-	-	*	9	7
	1%	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*	*-%*	*-%*	**%*	*2%*	*1%*
			a												
NET: Satisfied	**826**	84	68	13	65	250	20	299	794	22	6	4	32	386	441
	69%	*70%*	*66%*	*80%*	*74%*	*82%*	*34%*	*65%*	*69%*	*75%*	*67%*	*50%*	*69%*	*68%*	*71%*
		f	f		f	**abfg**		f	d	d			d		
NET: Dissatisfied	**141**	19	12	*	7	23	18	53	134	4	1	2	7	74	66
	12%	*16%*	*12%*	*3%*	*8%*	*8%*	*30%*	*12%*	*12%*	*12%*	*15%*	*21%*	*14%*	*13%*	*11%*
		e					**abdeg**								

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**51**	32	4	4	*	39	12	7	32	12	25	10	11	5	-	1	-
	4%	*6%*	*7%*	*6%*	*9%*	*4%*	*5%*	*2%*	*5%*	*5%*	*3%*	*5%*	*8%*	*9%*	*-%*	*4%*	*-%*
									a	a			**ae**	**ae**			
Fairly Dissatisfied	**89**	49	5	5	1	72	18	28	44	18	53	13	12	5	5	1	-
	7%	*8%*	*8%*	*8%*	*23%*	*7%*	*8%*	*8%*	*7%*	*8%*	*7%*	*6%*	*8%*	*9%*	*16%*	*4%*	*-%*
															ab		
Neither Satisfied Nor Dissatisfied	**210**	107	12	8	1	181	29	56	125	29	123	30	28	16	8	1	-
	18%	*18%*	*20%*	*13%*	*15%*	*19%*	*12%*	*17%*	*20%*	*12%*	*17%*	*14%*	*20%*	*27%*	*24%*	*6%*	*-%*
						b			c				f	**abf**	f		
Fairly Satisfied	**381**	173	18	19	1	284	97	100	184	97	224	78	41	12	12	6	2
	32%	*30%*	*32%*	*32%*	*26%*	*30%*	*41%*	*30%*	*30%*	*41%*	*32%*	*37%*	*29%*	*21%*	*34%*	*37%*	*84%*
							a			**ab**	d	d					
Very Satisfied	**446**	209	19	24	1	372	73	146	227	73	278	77	48	20	9	5	*
	37%	*36%*	*33%*	*40%*	*28%*	*39%*	*31%*	*43%*	*37%*	*31%*	*39%*	*36%*	*34%*	*34%*	*25%*	*29%*	*16%*
						b		c			e						
Don't Know (DO NOT READ OUT)	**16**	9	-	-	-	9	7	1	7	7	6	4	2	*	-	3	-
	1%	*2%*	*-%*	*-%*	*-%*	*1%*	*3%*	**%*	*1%*	*3%*	*1%*	*2%*	*2%*	**%*	*-%*	*20%*	*-%*
							a			a						**abcde**	
NET: Satisfied	**826**	382	37	43	3	656	170	246	411	170	502	154	89	33	20	11	3
	69%	*66%*	*65%*	*72%*	*53%*	*69%*	*72%*	*73%*	*66%*	*72%*	*71%*	*73%*	*63%*	*55%*	*60%*	*66%*	*100%*
											d	**cde**					
NET: Dissatisfied	**141**	81	8	8	2	111	30	35	76	30	78	23	22	10	5	1	-
	12%	*14%*	*15%*	*14%*	*32%*	*12%*	*13%*	*10%*	*12%*	*13%*	*11%*	*11%*	*16%*	*18%*	*16%*	*8%*	*-%*

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	51	16	8	9	-	*	44	7	42	9	33	19	-
	4%	3%	12%	24%	-%	2%	4%	7%	4%	6%	4%	6%	-%
			a	a								a	
Fairly Dissatisfied	89	43	1	1	2	2	85	5	77	12	62	27	-
	7%	9%	2%	3%	7%	8%	8%	5%	7%	8%	7%	10%	-%
Neither Satisfied Nor Dissatisfied	210	78	9	4	3	1	194	16	190	20	169	41	-
	18%	16%	15%	9%	12%	6%	18%	16%	18%	13%	19%	14%	-%
Fairly Satisfied	381	151	26	17	10	11	344	37	327	53	284	97	-
	32%	31%	41%	45%	43%	48%	31%	37%	31%	37%	31%	34%	-%
Very Satisfied	446	197	18	6	9	6	412	33	396	49	345	100	-
	37%	40%	28%	15%	37%	25%	38%	33%	38%	34%	38%	35%	-%
		c											
Don't Know (DO NOT READ OUT)	16	5	*	2	*	3	14	2	14	2	13	2	-
	1%	1%	1%	4%	2%	11%	1%	2%	1%	1%	1%	1%	-%
NET: Satisfied	826	348	43	22	19	17	756	70	724	103	629	198	-
	69%	71%	70%	60%	79%	73%	69%	71%	69%	70%	69%	69%	-%
NET: Dissatisfied	141	59	9	10	2	2	129	12	119	22	95	46	-
	12%	12%	14%	27%	7%	10%	12%	12%	11%	15%	10%	16%	-%
				a								a	

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**51**	19	8	25	47	36	50	28	11	16	32	19	3	12	28	49	13
	4%	*3%*	*3%*	*8%* a	*4%*	*5%*	*4%*	*5%*	*3%*	*6%*	*4%*	*5%*	*47%*	*4%*	*7%*	*4%*	*13%* **ab**
Fairly Dissatisfied	**89**	43	19	25	85	57	85	38	22	21	58	21	*	27	31	88	10
	7%	*7%*	*9%*	*8%*	*8%*	*9%*	*8%*	*7%*	*6%*	*8%*	*7%*	*6%*	*3%*	*10%*	*8%*	*8%*	*10%*
Neither Satisfied Nor Dissatisfied	**210**	105	40	61	193	131	200	71	60	33	157	44	*	50	67	202	22
	18%	*17%*	*18%*	*19%*	*18%* **df**	*20%* **df**	*18%* **df**	*14%*	*17%*	*13%*	*20%* **df**	*13%*	*8%*	*18%*	*16%*	*18%*	*22%*
Fairly Satisfied	**381**	184	91	102	337	203	345	181	122	105	258	130	-	83	124	358	30
	32%	*29%*	*42%* **ac**	*32%*	*31%*	*30%*	*31%*	*35%*	*34%*	*40%* **abcg**	*33%*	*38%* c	*-%*	*29%*	*30%*	*32%*	*30%*
Very Satisfied	**446**	280	57	106	401	228	414	192	137	84	272	122	2	110	156	413	23
	37%	*44%* **bc**	*26%*	*33%*	*37%*	*34%*	*37%*	*37%*	*38%*	*32%*	*35%*	*36%*	*41%*	*39%*	*38%* c	*37%* c	*24%*
Don't Know (DO NOT READ OUT)	**16**	7	2	6	13	10	16	9	7	3	9	7	-	3	8	16	2
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*2%*
NET: Satisfied	**826**	464	148	208	738	431	760	372	259	189	529	252	2	193	279	770	53
	69%	*73%* c	*68%*	*64%*	*69%*	*65%*	*68%*	*72%* b	*72%* b	*72%* b	*67%*	*74%*	*41%*	*68%*	*67%* c	*68%* c	*53%*
NET: Dissatisfied	**141**	62	27	49	132	93	135	65	34	37	90	40	3	39	59	137	23
	12%	*10%*	*12%*	*15%* a	*12%*	*14%* e	*12%*	*13%*	*9%*	*14%*	*11%*	*12%*	*50%*	*14%*	*14%*	*12%*	*23%* **ab**

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	**51**	41	34	4	-	43	51	48	51	37	51	-	40	51	12	12	31	8
	4%	*5%*	*5%*	*6%*	*-%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*-%*	*6%*	*4%*	*7%*	*8%* b	*3%*	*7%* b
Fairly Dissatisfied	**89**	73	59	3	3	81	88	74	88	68	89	-	54	83	13	13	61	15
	7%	*8%*	*8%*	*5%*	*20%*	*7%*	*8%*	*8%*	*8%*	*7%*	*8%*	*-%*	*8%*	*7%*	*8%*	*8%*	*7%*	*13%* b
Neither Satisfied Nor Dissatisfied	**210**	157	140	11	5	189	205	190	207	153	207	1	120	207	31	16	177	17
	18%	*18%*	*19%*	*18%*	*27%*	*17%*	*18%*	*19%*	*18%*	*17%*	*18%*	*19%*	*17%*	*18%*	*19%*	*10%*	*20%* a	*14%*
Fairly Satisfied	**381**	268	246	29	4	344	367	304	371	296	373	*	224	360	50	60	290	31
	32%	*30%*	*33%*	*47%* c	*25%*	*31%*	*32%*	*31%*	*32%*	*32%*	*32%*	*2%*	*32%*	*32%*	*30%*	*37%*	*32%*	*26%*
Very Satisfied	**446**	333	247	14	5	421	431	349	433	362	427	5	254	425	57	59	335	46
	37%	*38%*	*33%*	*23%*	*28%*	*39%* a	*37%*	*36%*	*37%*	*39%*	*37%*	*79%*	*36%*	*37%*	*35%*	*36%*	*37%*	*39%*
Don't Know (DO NOT READ OUT)	**16**	12	12	*	-	15	16	15	16	10	16	-	9	15	2	3	12	-
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*
NET: Satisfied	**826**	601	493	43	9	766	799	652	805	657	800	5	478	785	106	118	626	77
	69%	*68%*	*67%*	*70%*	*53%*	*70%*	*69%*	*67%*	*69%*	*71%* b	*69%*	*81%*	*68%*	*69%*	*65%*	*73%*	*69%*	*65%*
NET: Dissatisfied	**141**	114	93	7	3	124	139	122	139	106	140	-	94	134	25	25	92	24
	12%	*13%*	*13%*	*11%*	*20%*	*11%*	*12%*	*12%*	*12%*	*11%*	*12%*	*-%*	*13%*	*12%*	*15%*	*15%*	*10%*	*20%* b

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**51**	5	6	40	38	14	51	-	3	29	30	21	4	8
	4%	*5%*	*10%*	*4%*	*5%*	*3%*	*5%*	*-%*	**%*	*43%*	*14%*	*2%*	*10%*	*5%*
			c				b			a	b			
Fairly Dissatisfied	**89**	7	3	80	57	33	85	4	34	13	27	62	4	19
	7%	*7%*	*4%*	*8%*	*8%*	*7%*	*8%*	*4%*	*4%*	*20%*	*12%*	*6%*	*11%*	*12%*
										a	b			
Neither Satisfied Nor Dissatisfied	**210**	13	15	182	137	72	195	14	126	9	48	162	3	26
	18%	*13%*	*23%*	*18%*	*19%*	*15%*	*18%*	*13%*	*13%*	*13%*	*22%*	*17%*	*10%*	*16%*
Fairly Satisfied	**381**	42	21	316	219	162	338	42	336	10	74	306	13	49
	32%	*42%*	*33%*	*31%*	*30%*	*35%*	*31%*	*38%*	*36%*	*14%*	*34%*	*31%*	*37%*	*30%*
		c							b					
Very Satisfied	**446**	32	16	393	266	180	395	50	432	5	35	411	11	58
	37%	*32%*	*26%*	*38%*	*37%*	*38%*	*37%*	*45%*	*46%*	*8%*	*16%*	*42%*	*33%*	*36%*
				b					b			a		
Don't Know (DO NOT READ OUT)	**16**	2	3	11	8	7	16	-	7	2	4	12	-	*
	1%	*2%*	*5%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*2%*	*2%*	*1%*	*-%*	**%*
			c											
NET: Satisfied	**826**	74	38	709	484	342	733	93	768	15	109	717	24	107
	69%	*74%*	*58%*	*69%*	*67%*	*73%*	*68%*	*83%*	*82%*	*22%*	*50%*	*74%*	*69%*	*66%*
		b				a		a	b			a		
NET: Dissatisfied	**141**	12	9	120	94	46	136	4	37	43	57	83	7	27
	12%	*12%*	*13%*	*12%*	*13%*	*10%*	*13%*	*4%*	*4%*	*63%*	*26%*	*9%*	*21%*	*17%*
							b			a	b			

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

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	51	8	-	*	9	5	-	4	17	6	3	7
	4%	5%	-%	*%	5%	4%	-%	4%	7%	5%	2%	5%
					a				a			
Fairly Dissatisfied	89	22	-	8	18	10	6	2	15	8	8	15
	7%	13%	-%	8%	11%	7%	10%	2%	6%	7%	6%	10%
							b					
Neither Satisfied Nor Dissatisfied	210	22	2	27	16	26	9	24	26	22	31	28
	18%	13%	37%	27%	10%	18%	17%	25%	11%	18%	24%	20%
				b		b		c				
Fairly Satisfied	381	52	3	33	49	44	16	29	82	45	44	38
	32%	31%	40%	33%	30%	31%	29%	30%	33%	39%	34%	27%
										c		
Very Satisfied	446	63	1	30	67	51	24	35	104	35	45	53
	37%	37%	23%	30%	42%	36%	44%	36%	42%	30%	34%	37%
Don't Know (DO NOT READ OUT)	16	*	-	1	3	4	*	3	2	1	-	1
	1%	*%	-%	1%	2%	3%	1%	3%	1%	1%	-%	1%
NET: Satisfied	826	115	4	64	116	95	40	64	186	81	89	91
	69%	68%	63%	64%	72%	68%	72%	66%	76%	68%	68%	64%
NET: Dissatisfied	141	30	-	8	27	16	6	5	32	14	11	22
	12%	18%	-%	8%	16%	11%	10%	6%	13%	12%	8%	15%
					a				b			

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**28**	2	5	3	4	1	5	5	2	-	*	2	*	26
	2%	*2%*	*4%*	*2%*	*6%*	*1%*	*3%*	*3%*	*2%*	*-%*	*1%*	*3%*	**%*	*3%*
			l		**ijl**									
Fairly Dissatisfied	**59**	3	5	12	*	2	9	15	5	5	1	2	*	56
	5%	*5%*	*4%*	*9%*	**%*	*2%*	*5%*	*8%*	*5%*	*6%*	*1%*	*3%*	*1%*	*5%*
				dejl				**djl**	l	**djl**				**jl**
Neither Satisfied Nor Dissatisfied	**168**	16	16	34	8	15	18	22	9	11	6	6	7	149
	14%	*22%*	*13%*	*25%*	*12%*	*18%*	*10%*	*12%*	*10%*	*13%*	*12%*	*10%*	*14%*	*14%*
		fk		**bdfghij klm**										
Fairly Satisfied	**422**	22	46	30	22	34	77	64	27	40	24	22	15	361
	35%	*31%*	*37%*	*23%*	*31%*	*39%*	*41%*	*35%*	*29%*	*47%*	*43%*	*36%*	*32%*	*35%*
						c	c			**cdhlm**	**ch**			c
Very Satisfied	**493**	29	49	43	35	33	80	73	47	27	24	28	25	416
	41%	*40%*	*40%*	*32%*	*50%*	*38%*	*42%*	*40%*	*52%*	*32%*	*43%*	*46%*	*53%*	*40%*
					ci				**ci**			i	**ceim**	
Don't Know (DO NOT READ OUT)	**22**	-	2	10	1	1	*	3	2	1	*	1	*	20
	2%	*-%*	*1%*	*8%*	*2%*	*1%*	**%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
				abfjklm										
NET: Satisfied	**915**	51	95	73	56	67	156	137	74	67	48	49	41	776
	77%	*71%*	*78%*	*55%*	*81%*	*77%*	*83%*	*75%*	*81%*	*80%*	*86%*	*83%*	*84%*	*76%*
			c		c	c	c	c	c	c	**acgm**	c	**acm**	c
NET: Dissatisfied	**87**	5	10	15	4	3	13	20	7	5	1	4	1	82
	7%	*7%*	*8%*	*11%*	*6%*	*3%*	*7%*	*11%*	*7%*	*6%*	*2%*	*6%*	*1%*	*8%*
		l	**jl**	**jl**	l		**jl**	**jl**	**jl**	l		l		**jl**

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**28**	2	2	-	-	1	6	9	28	*	*	-	1	15	14
	2%	*2%*	*2%*	*-%*	*-%*	***%**	*11%*	*2%*	*2%*	*2%*	*3%*	*-%*	*1%*	*3%*	*2%*
							abdeg								
Fairly Dissatisfied	**59**	1	8	2	4	6	10	29	56	3	*	*	3	32	27
	5%	*1%*	*7%*	*10%*	*4%*	*2%*	*16%*	*6%*	*5%*	*9%*	*2%*	*4%*	*7%*	*6%*	*4%*
			ae				**adeg**	**ae**		a					
Neither Satisfied Nor Dissatisfied	**168**	22	13	*	15	33	10	67	159	4	2	2	9	92	75
	14%	*19%*	*12%*	*3%*	*18%*	*11%*	*17%*	*15%*	*14%*	*15%*	*25%*	*28%*	*19%*	*16%*	*12%*
		e									a	**ab**	a	b	
Fairly Satisfied	**422**	42	38	7	21	111	21	169	405	10	3	3	17	203	219
	35%	*35%*	*37%*	*44%*	*24%*	*36%*	*35%*	*37%*	*35%*	*35%*	*38%*	*35%*	*36%*	*36%*	*35%*
			d			d		d							
Very Satisfied	**493**	52	40	7	47	149	12	171	476	12	3	3	17	214	279
	41%	*43%*	*39%*	*43%*	*54%*	*49%*	*20%*	*37%*	*42%*	*39%*	*32%*	*32%*	*37%*	*37%*	*45%*
		f	f		**bfg**	**fg**		f							a
Don't Know (DO NOT READ OUT)	**22**	-	2	-	-	6	-	14	22	*	-	-	*	15	7
	2%	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*3%*	*2%*	*1%*	*-%*	*-%*	**%*	*3%*	*1%*
NET: Satisfied	**915**	93	78	14	69	260	32	340	881	22	6	6	34	417	498
	77%	*78%*	*76%*	*87%*	*78%*	*85%*	*55%*	*74%*	*77%*	*75%*	*71%*	*67%*	*73%*	*73%*	*80%*
		f	f		f	**bfg**		f							a
NET: Dissatisfied	**87**	4	9	2	4	7	16	38	83	3	*	*	4	47	41
	7%	*3%*	*9%*	*10%*	*4%*	*2%*	*27%*	*8%*	*7%*	*10%*	*5%*	*4%*	*8%*	*8%*	*7%*
			e				**abdeg**	e							

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**28**	16	6	1	*	19	9	8	10	9	12	6	6	2	2	1	-
	2%	*3%*	*10%*	*2%*	*5%*	*2%*	*4%*	*3%*	*2%*	*4%*	*2%*	*3%*	*5%*	*3%*	*5%*	*4%*	*-%*
			ac							b			a				
Fairly Dissatisfied	**59**	33	*	6	*	51	8	16	35	8	42	7	4	4	2	*	-
	5%	*6%*	**%*	*10%*	*3%*	*5%*	*3%*	*5%*	*6%*	*3%*	*6%*	*3%*	*3%*	*6%*	*5%*	*2%*	*-%*
		b		b													
Neither Satisfied Nor Dissatisfied	**168**	98	6	6	2	128	40	29	99	40	89	22	35	10	6	4	*
	14%	*17%*	*11%*	*11%*	*31%*	*13%*	*17%*	*9%*	*16%*	*17%*	*13%*	*10%*	*24%*	*18%*	*17%*	*25%*	*16%*
									a	a			**ab**			**ab**	
Fairly Satisfied	**422**	189	23	21	1	327	95	121	206	95	254	84	41	16	13	3	2
	35%	*33%*	*41%*	*36%*	*27%*	*34%*	*40%*	*36%*	*33%*	*40%*	*36%*	*40%*	*29%*	*28%*	*37%*	*18%*	*84%*
										b	f	**cdf**			f		
Very Satisfied	**493**	235	22	25	2	418	75	161	258	75	303	89	53	27	12	5	-
	41%	*41%*	*38%*	*42%*	*33%*	*44%*	*32%*	*48%*	*42%*	*32%*	*43%*	*42%*	*37%*	*45%*	*34%*	*31%*	*-%*
						b		c	c								
Don't Know (DO NOT READ OUT)	**22**	8	-	-	-	14	8	3	11	8	9	4	3	*	*	3	-
	2%	*1%*	*-%*	*-%*	*-%*	*1%*	*3%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	**%*	*1%*	*20%*	*-%*
							a			a						**abcde**	
NET: Satisfied	**915**	423	45	46	3	745	170	281	464	170	556	173	94	43	24	8	2
	77%	*73%*	*79%*	*78%*	*60%*	*78%*	*72%*	*83%*	*75%*	*72%*	*79%*	*82%*	*66%*	*73%*	*72%*	*49%*	*84%*
						b		**bc**			**cf**	**cf**	f	f	f		
NET: Dissatisfied	**87**	49	6	7	*	70	18	24	45	18	54	13	11	5	4	1	-
	7%	*8%*	*10%*	*12%*	*9%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*6%*	*8%*	*9%*	*10%*	*6%*	*-%*

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	28	10	1	4	1	*	21	7	21	7	19	10	-
	2%	2%	2%	11% a	5%	2%	2%	7% a	2%	5%	2%	3%	-%
Fairly Dissatisfied	59	21	3	3	1	*	49	10	49	10	39	20	-
	5%	4%	5%	8%	5%	2%	5%	10% a	5%	7%	4%	7%	-%
Neither Satisfied Nor Dissatisfied	168	69	14	8	1	6	154	14	150	18	124	44	-
	14%	14%	22%	20%	3%	25%	14%	14%	14%	12%	14%	15%	-%
Fairly Satisfied	422	183	22	12	16	8	383	39	359	63	310	112	-
	35%	37%	36%	32%	64%	34%	35%	39%	34%	43% a	34%	39%	-%
Very Satisfied	493	201	19	9	5	6	464	29	448	45	395	98	-
	41%	41%	31%	25%	21%	26%	43% b	29%	43% b	31%	44% b	34%	-%
Don't Know (DO NOT READ OUT)	22	7	3	2	*	3	19	2	19	2	19	3	-
	2%	1%	5%	4%	2%	11%	2%	2%	2%	2%	2%	1%	-%
NET: Satisfied	915	384	41	21	21	14	848	67	807	108	705	210	-
	77%	78% c	67%	57%	85%	60%	78% b	68%	77%	74%	78%	73%	-%
NET: Dissatisfied	87	31	4	7	2	1	71	16	70	17	58	30	-
	7%	6%	6%	19% a	10%	3%	6%	16% a	7%	12% a	6%	10% a	-%

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**28**	11	2	16	28	14	28	14	8	6	17	9	3	6	15	28	9
	2%	*2%*	*1%*	*5%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*47%*	*2%*	*4%*	*3%*	*9%*
				ab													**ab**
Fairly Dissatisfied	**59**	25	16	14	55	31	55	22	12	18	35	18	-	10	22	58	6
	5%	*4%*	*8%*	*4%*	*5%*	*5%*	*5%*	*4%*	*3%*	*7%*	*4%*	*5%*	*-%*	*3%*	*5%*	*5%*	*6%*
			a							e							
Neither Satisfied Nor Dissatisfied	**168**	80	22	66	155	108	161	74	53	44	117	47	*	49	57	160	27
	14%	*12%*	*10%*	*20%*	*14%*	*16%*	*15%*	*14%*	*15%*	*17%*	*15%*	*14%*	*3%*	*17%*	*14%*	*14%*	*27%*
				ab													**ab**
Fairly Satisfied	**422**	229	90	99	374	233	387	194	122	108	285	141	*	96	148	400	33
	35%	*36%*	*42%*	*30%*	*35%*	*35%*	*35%*	*37%*	*34%*	*41%*	*36%*	*41%*	*6%*	*34%*	*36%*	*36%*	*33%*
			c														
Very Satisfied	**493**	286	83	121	450	264	462	200	157	84	321	120	2	117	161	460	25
	41%	*45%*	*38%*	*38%*	*42%*	*40%*	*42%*	*39%*	*44%*	*32%*	*41%*	*35%*	*43%*	*41%*	*39%*	*41%*	*26%*
		c			f	f	f		f		f				c	c	
Don't Know (DO NOT READ OUT)	**22**	8	3	9	14	15	17	14	9	3	10	7	-	8	11	19	-
	2%	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*-%*	*3%*	*3%*	*2%*	*-%*
								a									
NET: Satisfied	**915**	515	173	220	824	497	849	394	279	192	606	262	3	214	309	860	58
	77%	*81%*	*80%*	*68%*	*77%*	*75%*	*76%*	*76%*	*77%*	*73%*	*77%*	*76%*	*50%*	*75%*	*75%*	*76%*	*58%*
		c	c												c	c	
NET: Dissatisfied	**87**	35	18	29	83	45	83	35	19	24	52	27	3	15	37	86	15
	7%	*6%*	*8%*	*9%*	*8%*	*7%*	*8%*	*7%*	*5%*	*9%*	*7%*	*8%*	*47%*	*5%*	*9%*	*8%*	*15%*
				a													b

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1185	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	1192	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	28	20	22	3	-	24	28	21	28	17	28	-	17	28	9	7	14	7
	2%	2%	3%	5%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	6% ab	4% b	2%	6% b
Fairly Dissatisfied	59	48	42	3	*	52	59	55	59	45	58	-	35	56	9	3	45	11
	5%	5%	6%	4%	1%	5%	5%	6%	5%	5%	5%	-%	5%	5%	6%	2%	5%	9% a
Neither Satisfied Nor Dissatisfied	168	133	110	11	3	150	163	135	165	130	164	1	116	165	30	25	129	14
	14%	15%	15%	18%	18%	14%	14%	14%	14%	14%	14%	19%	17%	14%	19%	15%	14%	12%
Fairly Satisfied	422	314	255	24	5	387	407	364	413	337	417	*	260	402	65	58	322	42
	35%	36%	34%	40%	31%	35%	35%	37%	35%	36%	36%	2%	37%	35%	40%	36%	35%	36%
Very Satisfied	493	356	294	20	8	461	479	385	479	381	474	5	266	471	50	63	381	43
	41%	40%	40%	32%	50%	42%	41%	39%	41%	41%	41%	79%	38%	41% c	30%	39%	42%	37%
Don't Know (DO NOT READ OUT)	22	12	17	*	-	19	22	18	22	15	22	-	8	19	-	6	16	-
	2%	1%	2%	1%	-%	2%	2%	2%	2%	2%	2%	-%	1%	2%	-%	3% c	2%	-%
NET: Satisfied	915	670	548	44	14	848	885	749	892	718	891	5	526	873	115	121	703	85
	77%	76%	74%	72%	81%	78%	77%	77%	76%	78%	77%	81%	75%	77%	70%	75%	77%	73%
NET: Dissatisfied	87	68	63	6	*	76	87	76	87	63	86	-	52	84	19	10	59	18
	7%	8%	9%	9%	1%	7%	8%	8%	7%	7%	7%	-%	7%	7%	11%	6%	7%	15% ab

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**28**	5	4	20	19	9	28	-	4	19	16	12	2	3
	2%	*4%*	*6%*	*2%*	*3%*	*2%*	*3%*	*-%*	**%*	*27%* a	*7%* b	*1%*	*7%*	*2%*
Fairly Dissatisfied	**59**	5	5	49	45	14	57	2	7	18	28	31	3	11
	5%	*5%*	*8%*	*5%*	*6%* b	*3%*	*5%*	*1%*	*1%*	*26%* a	*13%* b	*3%*	*8%*	*7%*
Neither Satisfied Nor Dissatisfied	**168**	16	11	140	110	58	156	12	84	12	52	116	6	27
	14%	*16%*	*18%*	*14%*	*15%*	*12%*	*14%*	*11%*	*9%*	*18%* a	*24%* b	*12%*	*17%*	*17%*
Fairly Satisfied	**422**	50	16	355	252	170	384	38	361	16	84	338	13	56
	35%	*50%* **bc**	*25%*	*35%*	*35%*	*36%*	*36%*	*34%*	*38%* b	*24%*	*38%*	*35%*	*39%*	*35%*
Very Satisfied	**493**	25	23	441	288	205	435	59	472	4	37	456	10	61
	41%	*25%*	*35%*	*43%* a	*40%*	*44%*	*40%*	*53%* a	*50%* b	*5%*	*17%*	*47%* a	*29%*	*38%*
Don't Know (DO NOT READ OUT)	**22**	-	6	16	9	13	21	1	9	-	2	19	-	3
	2%	*-%*	*9%* **ac**	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*	*2%*
NET: Satisfied	**915**	75	39	796	540	375	818	97	833	20	120	795	23	117
	77%	*75%*	*60%*	*78%* b	*75%*	*80%* a	*76%*	*87%* a	*89%* b	*29%*	*55%*	*82%* a	*67%*	*73%*
NET: Dissatisfied	**87**	9	9	69	65	22	86	2	11	36	44	44	5	14
	7%	*9%*	*14%* c	*7%*	*9%* b	*5%*	*8%* b	*1%*	*1%*	*53%* a	*20%* b	*4%*	*16%*	*9%*

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

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	28	5	-	*	5	7	-	2	6	4	-	4
	2%	3%	-%	*%	3%	5%	-%	2%	2%	3%	-%	3%
						a						
Fairly Dissatisfied	59	8	-	9	8	7	4	*	12	5	7	7
	5%	5%	-%	9%	5%	5%	7%	*%	5%	4%	6%	5%
							b		b			
Neither Satisfied Nor Dissatisfied	168	29	1	11	12	17	6	17	37	23	18	26
	14%	18%	23%	11%	8%	12%	11%	18%	15%	20%	14%	19%
Fairly Satisfied	422	60	5	39	53	53	14	27	81	46	54	54
	35%	36%	74%	39%	33%	38%	25%	28%	33%	39%	41%	38%
Very Satisfied	493	63	*	39	77	55	31	43	109	40	50	49
	41%	37%	3%	39%	48%	39%	56%	44%	44%	34%	38%	34%
Don't Know (DO NOT READ OUT)	22	3	-	1	5	2	*	8	2	-	2	1
	2%	2%	-%	1%	3%	1%	1%	9%	1%	-%	2%	1%
								ac				
NET: Satisfied	915	123	5	78	131	108	45	70	190	86	104	104
	77%	73%	77%	79%	81%	77%	81%	72%	77%	73%	79%	73%
NET: Dissatisfied	87	13	-	9	13	14	4	2	18	9	7	12
	7%	8%	-%	9%	8%	10%	7%	2%	7%	7%	6%	8%

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**36**	7	3	2	-	4	7	5	3	*	2	2	*	32
	3%	*9%*	*3%*	*2%*	*-%*	*4%*	*4%*	*3%*	*4%*	**%*	*3%*	*3%*	**%*	*3%*
		dilm				l	l		l					
Fairly Dissatisfied	**56**	8	7	8	2	4	8	5	-	5	3	4	1	47
	5%	*11%*	*6%*	*6%*	*4%*	*5%*	*4%*	*3%*	*-%*	*6%*	*6%*	*6%*	*3%*	*5%*
		ghlm	h	h						h	h	h		
Neither Satisfied Nor Dissatisfied	**128**	5	13	10	8	13	22	20	8	13	4	7	6	112
	11%	*6%*	*11%*	*8%*	*11%*	*15%*	*12%*	*11%*	*9%*	*15%*	*7%*	*11%*	*12%*	*11%*
						j				j				
Fairly Satisfied	**321**	24	30	37	15	21	44	59	17	28	17	17	12	275
	27%	*33%*	*24%*	*28%*	*21%*	*24%*	*23%*	*33%*	*19%*	*34%*	*30%*	*28%*	*25%*	*27%*
								h		h				
Very Satisfied	**412**	17	42	41	38	35	56	58	33	28	22	22	19	348
	35%	*24%*	*35%*	*31%*	*55%*	*41%*	*30%*	*32%*	*36%*	*33%*	*40%*	*37%*	*40%*	*34%*
					abcfghijkl	a					a		a	
					m									
Don't Know (DO NOT READ OUT)	**240**	12	27	33	6	9	50	35	29	10	8	9	10	212
	20%	*17%*	*22%*	*25%*	*9%*	*11%*	*27%*	*19%*	*32%*	*12%*	*15%*	*16%*	*21%*	*21%*
			de	**dei**			**deijk**		**adeijkm**				d	**de**
NET: Satisfied	**732**	41	72	78	53	56	100	117	50	56	39	38	31	624
	61%	*56%*	*59%*	*59%*	*76%*	*65%*	*53%*	*64%*	*55%*	*67%*	*70%*	*64%*	*65%*	*61%*
					abcfhm						**fhm**			
NET: Dissatisfied	**92**	15	10	10	2	8	15	10	3	5	5	5	2	79
	8%	*21%*	*8%*	*8%*	*4%*	*9%*	*8%*	*6%*	*4%*	*6%*	*9%*	*9%*	*3%*	*8%*
		bcdefgh ijklm									l	l		

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**36**	4	4	-	6	2	4	16	35	*	*	*	1	21	15
	3%	*3%*	*4%*	*-%*	*6%*	*1%*	*8%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*
		e	e		e		e	e							
Fairly Dissatisfied	**56**	4	7	2	6	12	*	22	54	1	*	*	2	29	27
	5%	*3%*	*7%*	*10%*	*7%*	*4%*	*1%*	*5%*	*5%*	*4%*	*2%*	*1%*	*3%*	*5%*	*4%*
Neither Satisfied Nor Dissatisfied	**128**	14	9	2	13	29	12	43	122	4	1	1	6	64	64
	11%	*12%*	*9%*	*10%*	*15%*	*9%*	*21%*	*9%*	*11%*	*13%*	*11%*	*12%*	*12%*	*11%*	*10%*
							beg								
Fairly Satisfied	**321**	28	21	11	18	75	14	140	307	6	3	4	14	170	150
	27%	*24%*	*21%*	*67%*	*20%*	*24%*	*24%*	*31%*	*27%*	*22%*	*38%*	*45%*	*29%*	*30%*	*24%*
								b			b	**abe**		b	
Very Satisfied	**412**	49	33	2	32	125	18	139	395	12	3	3	17	174	238
	35%	*41%*	*33%*	*10%*	*37%*	*41%*	*30%*	*30%*	*35%*	*39%*	*30%*	*32%*	*36%*	*30%*	*38%*
		g				g									a
Don't Know (DO NOT READ OUT)	**240**	20	28	*	13	63	9	98	232	6	2	1	8	112	127
	20%	*17%*	*27%*	*2%*	*14%*	*21%*	*16%*	*21%*	*20%*	*21%*	*17%*	*7%*	*17%*	*20%*	*21%*
			d						d	d					
NET: Satisfied	**732**	77	55	13	50	200	32	280	702	18	6	7	31	344	388
	61%	*65%*	*53%*	*78%*	*58%*	*65%*	*55%*	*61%*	*61%*	*61%*	*68%*	*77%*	*65%*	*60%*	*63%*
						b						**ab**			
NET: Dissatisfied	**92**	7	11	2	12	14	5	39	89	2	*	*	2	50	42
	8%	*6%*	*10%*	*10%*	*13%*	*5%*	*8%*	*8%*	*8%*	*6%*	*5%*	*3%*	*5%*	*9%*	*7%*
			e		e			e							

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**36**	23	1	1	*	29	7	6	23	7	15	5	10	4	*	1	-
	3%	*4%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*7%* **ab**	*7%* **ab**	*1%*	*7%*	*-%*
Fairly Dissatisfied	**56**	22	5	3	-	49	7	15	35	7	33	8	10	4	1	*	-
	5%	*4%*	*8%*	*5%*	*-%*	*5%*	*3%*	*4%*	*6%*	*3%*	*5%*	*4%*	*7%*	*7%*	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**128**	76	7	2	1	108	20	46	62	20	89	14	15	5	5	*	-
	11%	*13%* c	*12%* c	*3%*	*11%*	*11%*	*9%*	*14%*	*10%*	*9%*	*13%* **bf**	*7%*	*11%* f	*8%*	*15%* **bf**	*1%*	*-%*
Fairly Satisfied	**321**	156	5	21	2	247	73	85	162	73	189	66	32	13	8	6	-
	27%	*27%* b	*8%*	*36%* b	*40%*	*26%*	*31%*	*25%*	*26%*	*31%*	*27%*	*31%*	*23%*	*22%*	*24%*	*35%*	*-%*
Very Satisfied	**412**	195	19	21	2	334	78	112	222	78	229	87	43	26	14	8	*
	35%	*34%*	*34%*	*35%*	*31%*	*35%*	*33%*	*33%*	*36%*	*33%*	*32%*	*41%* **ac**	*30%*	*45%* **ac**	*42%*	*52%* **ac**	*16%*
Don't Know (DO NOT READ OUT)	**240**	106	21	12	1	190	50	74	116	50	152	32	33	7	6	1	2
	20%	*18%*	*37%* **ac**	*20%*	*15%*	*20%*	*21%*	*22%*	*19%*	*21%*	*21%* **bdf**	*15%*	*23%* **df**	*11%*	*16%*	*5%*	*84%*
NET: Satisfied	**732**	351	24	42	4	581	151	197	384	151	419	153	75	39	22	14	*
	61%	*61%* b	*42%*	*71%* b	*71%*	*61%*	*64%*	*58%*	*62%*	*64%*	*59%*	*72%* **ac**	*53%*	*66%* c	*66%*	*87%* **acde**	*16%*
NET: Dissatisfied	**92**	45	5	4	*	78	14	21	57	14	49	12	19	8	1	1	-
	8%	*8%*	*10%*	*7%*	*2%*	*8%*	*6%*	*6%*	*9%*	*6%*	*7%*	*6%*	*14%* **abe**	*14%* **abe**	*3%*	*7%*	*-%*

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1185**	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	**1192**	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	**36**	10	*	5	-	*	31	4	31	4	30	6	-
	3%	*2%*	*1%*	*13%* **ab**	*-%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*-%*
Fairly Dissatisfied	**56**	32	1	2	-	2	47	9	45	11	38	18	-
	5%	*7%*	*2%*	*5%*	*-%*	*7%*	*4%*	*9%* a	*4%*	*8%*	*4%*	*6%*	*-%*
Neither Satisfied Nor Dissatisfied	**128**	53	8	6	*	2	119	9	118	10	103	25	-
	11%	*11%*	*13%*	*15%*	*1%*	*8%*	*11%*	*9%*	*11%*	*7%*	*11%*	*9%*	*-%*
Fairly Satisfied	**321**	152	11	12	4	8	299	21	291	30	247	73	-
	27%	*31%* b	*18%*	*33%*	*15%*	*35%*	*27%*	*21%*	*28%*	*20%*	*27%*	*26%*	*-%*
Very Satisfied	**412**	151	22	7	14	6	385	27	365	47	326	86	-
	35%	*31%*	*35%*	*19%*	*59%*	*27%*	*35%*	*27%*	*35%*	*32%*	*36%*	*30%*	*-%*
Don't Know (DO NOT READ OUT)	**240**	93	19	6	6	5	211	29	197	43	163	77	-
	20%	*19%*	*30%* a	*15%*	*25%*	*22%*	*19%*	*29%* a	*19%*	*30%* a	*18%*	*27%* a	*-%*
NET: Satisfied	**732**	303	33	19	18	15	684	48	656	77	573	160	-
	61%	*62%*	*54%*	*52%*	*74%*	*62%*	*63%* b	*48%*	*63%* b	*53%*	*63%* b	*56%*	*-%*
NET: Dissatisfied	**92**	42	2	7	-	2	78	14	76	16	68	24	-
	8%	*9%*	*3%*	*18%* **ab**	*-%*	*9%*	*7%*	*14%* a	*7%*	*11%*	*7%*	*8%*	*-%*

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**36**	14	6	16	35	24	35	14	9	10	27	8	-	7	11	35	5
	3%	*2%*	*3%*	*5%* a	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*-%*	*2%*	*3%*	*3%*	*5%*
Fairly Dissatisfied	**56**	31	12	10	49	30	51	28	11	18	35	21	*	15	20	54	6
	5%	*5%*	*5%*	*3%*	*5%*	*5%*	*5%*	*5%*	*3%*	*7%* e	*4%*	*6%*	*8%*	*5%*	*5%*	*5%*	*6%*
Neither Satisfied Nor Dissatisfied	**128**	66	26	33	122	69	123	57	34	31	95	36	-	33	41	123	9
	11%	*10%*	*12%*	*10%*	*11%*	*10%*	*11%*	*11%*	*9%*	*12%*	*12%*	*11%*	*-%*	*11%*	*10%*	*11%*	*9%*
Fairly Satisfied	**321**	164	67	88	287	205	302	143	94	64	220	93	*	95	124	300	29
	27%	*26%*	*31%*	*27%*	*27%*	*31%* f	*27%*	*28%*	*26%*	*24%*	*28%*	*27%*	*3%*	*33%*	*30%*	*27%*	*29%*
Very Satisfied	**412**	229	61	120	385	218	393	168	137	92	280	120	2	77	134	397	33
	35%	*36%* b	*28%*	*37%* b	*36%*	*33%*	*35%*	*32%*	*38%*	*35%*	*36%*	*35%* c	*35%*	*27%*	*32%*	*35%*	*33%*
Don't Know (DO NOT READ OUT)	**240**	134	45	57	197	119	205	110	76	48	128	65	3	58	83	216	17
	20%	*21%*	*21%*	*18%*	*18%*	*18%*	*18%*	*21%* g	*21%* g	*18%*	*16%*	*19%*	*54%*	*20%*	*20%*	*19%*	*18%*
NET: Satisfied	**732**	393	128	208	673	423	695	310	231	156	500	213	2	172	259	697	62
	61%	*62%*	*59%*	*64%*	*62%*	*64%*	*63%*	*60%*	*64%*	*59%*	*64%*	*62%*	*38%*	*60%*	*63%*	*62%*	*62%*
NET: Dissatisfied	**92**	46	18	25	84	54	86	42	20	28	62	29	*	22	31	90	12
	8%	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*5%*	*11%* e	*8%*	*9%*	*8%*	*8%*	*7%*	*8%*	*12%*

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	**36**	25	24	2	*	31	36	26	36	23	36	-	13	36	5	7	23	6
	3%	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*2%*	*3%*	*3%*	*4%*	*3%*	*5%*
Fairly Dissatisfied	**56**	42	40	8	4	45	56	47	56	49	56	-	31	56	14	9	40	7
	5%	*5%*	*5%*	*13%* c	*24%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*4%*	*5%*	*8%* a	*6%*	*4%*	*6%*
Neither Satisfied Nor Dissatisfied	**128**	89	91	5	*	121	127	109	127	105	127	-	85	125	13	18	92	17
	11%	*10%*	*12%*	*8%*	*1%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*-%*	*12%*	*11%*	*8%*	*11%*	*10%*	*15%*
Fairly Satisfied	**321**	252	199	20	3	291	312	276	316	241	317	-	199	306	51	34	262	24
	27%	*29%*	*27%*	*32%*	*19%*	*27%*	*27%*	*28%*	*27%*	*26%*	*27%*	*-%*	*28%*	*27%*	*31%*	*21%*	*29%*	*20%*
Very Satisfied	**412**	310	253	13	6	387	405	331	407	332	398	3	228	400	45	57	308	45
	35%	*35%*	*34%*	*21%*	*38%*	*35%* a	*35%*	*34%*	*35%*	*36%*	*34%*	*44%*	*32%*	*35%* c	*28%*	*35%*	*34%*	*38%*
Don't Know (DO NOT READ OUT)	**240**	166	133	13	3	218	222	189	225	175	229	4	145	219	36	37	181	18
	20%	*19%*	*18%*	*22%*	*17%*	*20%*	*19%*	*19%*	*19%*	*19%*	*20%*	*56%*	*21%*	*19%*	*22%*	*23%*	*20%*	*16%*
NET: Satisfied	**732**	562	451	33	10	677	717	607	723	573	715	3	427	706	96	91	570	68
	61%	*64%*	*61%*	*54%*	*57%*	*62%*	*62%*	*62%*	*62%*	*62%*	*62%*	*44%*	*61%*	*62%*	*59%*	*56%*	*63%*	*58%*
NET: Dissatisfied	**92**	66	64	10	4	76	92	74	92	72	92	-	44	91	19	15	63	13
	8%	*7%*	*9%*	*16%* c	*25%*	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*-%*	*6%*	*8%*	*11%* a	*10%*	*7%*	*11%*

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**36**	3	5	28	26	10	34	2	17	8	17	19	4	2
	3%	*3%*	*8%*	*3%*	*4%*	*2%*	*3%*	*1%*	*2%*	*12%*	*8%*	*2%*	*12%*	*1%*
			c							a	b		b	
Fairly Dissatisfied	**56**	6	6	44	35	21	56	-	34	7	18	38	*	15
	5%	*5%*	*10%*	*4%*	*5%*	*5%*	*5%*	*-%*	*4%*	*11%*	*8%*	*4%*	**%*	*10%*
			c				b			a	b			
Neither Satisfied Nor Dissatisfied	**128**	9	4	114	87	41	114	14	69	10	31	98	4	12
	11%	*9%*	*7%*	*11%*	*12%*	*9%*	*11%*	*13%*	*7%*	*14%*	*14%*	*10%*	*11%*	*7%*
										a				
Fairly Satisfied	**321**	24	16	280	205	116	287	34	252	21	68	253	12	47
	27%	*24%*	*25%*	*27%*	*28%*	*25%*	*27%*	*30%*	*27%*	*30%*	*31%*	*26%*	*35%*	*29%*
Very Satisfied	**412**	23	20	366	228	184	369	43	379	10	47	365	9	43
	35%	*23%*	*32%*	*36%*	*31%*	*39%*	*34%*	*38%*	*40%*	*15%*	*22%*	*37%*	*26%*	*27%*
				a		a			b			a		
Don't Know (DO NOT READ OUT)	**240**	36	12	190	145	95	221	19	186	12	38	202	5	42
	20%	*36%*	*19%*	*19%*	*20%*	*20%*	*20%*	*17%*	*20%*	*17%*	*17%*	*21%*	*16%*	*26%*
		bc												
NET: Satisfied	**732**	47	36	645	432	300	656	77	631	31	115	618	21	90
	61%	*47%*	*56%*	*63%*	*60%*	*64%*	*61%*	*69%*	*67%*	*45%*	*53%*	*63%*	*61%*	*56%*
				a					b			a		
NET: Dissatisfied	**92**	8	12	72	60	31	90	2	51	16	35	57	4	17
	8%	*8%*	*18%*	*7%*	*8%*	*7%*	*8%*	*1%*	*5%*	*23%*	*16%*	*6%*	*12%*	*11%*
			c				b			a	b			

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

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	36	3	2	2	2	8	5	-	7	1	8	4
	3%	2%	37%	2%	1%	6%	9%	-%	3%	1%	6%	3%
						b	bc				a	
Fairly Dissatisfied	56	14	-	6	12	5	3	5	16	3	1	6
	5%	8%	-%	6%	7%	4%	5%	5%	7%	2%	1%	4%
Neither Satisfied Nor Dissatisfied	128	14	-	9	16	17	5	11	18	19	14	19
	11%	8%	-%	9%	10%	12%	9%	11%	7%	16%	11%	13%
Fairly Satisfied	321	44	4	28	42	41	11	14	68	27	47	41
	27%	26%	60%	28%	26%	29%	21%	15%	28%	23%	36%	29%
									b		a	
Very Satisfied	412	49	*	25	66	43	21	24	88	55	42	48
	35%	29%	3%	25%	41%	30%	38%	25%	36%	47%	32%	34%
					a					bc		
Don't Know (DO NOT READ OUT)	240	44	-	29	24	26	10	43	50	12	20	25
	20%	26%	-%	29%	15%	19%	18%	44%	20%	10%	15%	18%
				b				ac				
NET: Satisfied	732	93	4	54	108	84	32	38	156	83	89	89
	61%	56%	63%	54%	67%	60%	58%	40%	63%	70%	68%	62%
					a		b		b			
NET: Dissatisfied	92	17	2	8	13	13	8	5	23	3	9	10
	8%	10%	37%	8%	8%	9%	14%	5%	9%	3%	7%	7%

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**11**	-	-	2	-	3	2	2	*	-	-	1	-	10
	1%	*-%*	*-%*	*2%*	*-%*	*3%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*1%*
						jl								
Fairly Dissatisfied	**27**	2	4	5	2	1	3	3	2	2	2	1	*	23
	2%	*2%*	*3%*	*4%*	*4%*	*1%*	*1%*	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**100**	5	10	11	7	8	20	14	5	12	1	4	3	92
	8%	*7%*	*8%*	*8%*	*11%*	*9%*	*11%*	*8%*	*6%*	*14%*	*2%*	*7%*	*6%*	*9%*
			j	j	j	j	j	j		**jl**		j		j
Fairly Satisfied	**325**	22	37	35	14	19	50	55	18	22	19	21	13	272
	27%	*30%*	*30%*	*26%*	*20%*	*22%*	*27%*	*30%*	*20%*	*26%*	*33%*	*35%*	*26%*	*26%*
											dh	**dehm**		
Very Satisfied	**464**	25	43	38	40	40	66	73	34	34	26	24	22	392
	39%	*35%*	*35%*	*29%*	*57%*	*47%*	*35%*	*40%*	*37%*	*41%*	*46%*	*41%*	*45%*	*38%*
					abcfghikm	c					c		c	
Don't Know (DO NOT READ OUT)	**266**	19	29	41	6	16	46	35	33	14	9	9	11	237
	22%	*26%*	*23%*	*31%*	*9%*	*18%*	*24%*	*19%*	*36%*	*16%*	*16%*	*14%*	*22%*	*23%*
		dk	d	**dijk**			**dk**		**degijklm**				d	**djk**
NET: Satisfied	**788**	47	80	73	54	59	117	128	52	56	44	46	34	664
	66%	*65%*	*65%*	*55%*	*77%*	*68%*	*62%*	*70%*	*57%*	*67%*	*79%*	*76%*	*71%*	*65%*
					cfhm						**abcfhim**	**cfhm**	**ch**	
NET: Dissatisfied	**37**	2	4	7	2	4	5	5	2	2	2	2	*	34
	3%	*2%*	*3%*	*6%*	*4%*	*5%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*
				l										

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1185	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	1192	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	11	*	*	-	1	-	2	7	10	*	*	*	1	7	3
	1%	*%	*%	-%	1%	-%	4%	1%	1%	1%	4%	2%	2%	1%	1%
					e		ae	e			a				
Fairly Dissatisfied	27	4	5	-	5	2	-	10	26	*	*	-	1	17	9
	2%	3%	5%	-%	6%	1%	-%	2%	2%	2%	2%	-%	1%	3%	1%
			e		eg										
Neither Satisfied Nor Dissatisfied	100	14	6	*	5	22	10	39	96	3	*	1	5	55	45
	8%	12%	6%	3%	6%	7%	16%	8%	8%	11%	5%	12%	10%	10%	7%
							bde								
Fairly Satisfied	325	24	32	6	21	71	13	145	311	7	3	3	13	163	162
	27%	20%	31%	38%	24%	23%	23%	32%	27%	24%	34%	36%	28%	28%	26%
			a					ae							
Very Satisfied	464	56	32	8	37	144	22	147	445	12	3	3	18	198	265
	39%	47%	31%	49%	42%	47%	38%	32%	39%	42%	36%	33%	39%	35%	43%
		bg				bg									a
Don't Know (DO NOT READ OUT)	266	21	26	2	18	68	11	112	257	6	2	1	9	131	135
	22%	18%	26%	10%	21%	22%	19%	24%	22%	21%	19%	17%	20%	23%	22%
NET: Satisfied	788	80	64	14	58	215	36	292	757	19	6	6	31	361	427
	66%	67%	63%	88%	66%	70%	60%	64%	66%	66%	69%	69%	67%	63%	69%
															a
NET: Dissatisfied	37	4	6	-	6	2	2	17	36	1	1	*	1	25	13
	3%	3%	5%	-%	7%	1%	4%	4%	3%	2%	6%	2%	3%	4%	2%
			e		e			e						b	

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**11**	6	*	1	*	5	6	-	5	6	2	-	5	*	*	1	-
	1%	*1%*	*1%*	*2%*	*7%*	*1%*	*2%*	*-%*	*1%*	*2%*	**%*	*-%*	*3%*	**%*	**%*	*5%*	*-%*
							a			a			**ab**			**abd**	
Fairly Dissatisfied	**27**	11	2	3	-	21	5	8	14	5	13	5	6	2	*	-	-
	2%	*2%*	*3%*	*5%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*4%*	**%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**100**	62	4	1	1	90	10	40	50	10	68	16	9	6	1	*	-
	8%	*11%*	*7%*	*2%*	*10%*	*9%*	*4%*	*12%*	*8%*	*4%*	*10%*	*8%*	*6%*	*11%*	*2%*	*2%*	*-%*
		c				b		c	c		e			e			
Fairly Satisfied	**325**	149	7	19	2	254	70	89	165	70	186	71	36	15	7	5	-
	27%	*26%*	*12%*	*32%*	*30%*	*27%*	*30%*	*26%*	*27%*	*30%*	*26%*	*34%*	*25%*	*25%*	*21%*	*32%*	*-%*
		b		b								a					
Very Satisfied	**464**	235	24	21	2	371	92	119	252	92	269	86	52	27	16	9	*
	39%	*41%*	*41%*	*35%*	*40%*	*39%*	*39%*	*35%*	*41%*	*39%*	*38%*	*41%*	*36%*	*46%*	*46%*	*54%*	*16%*
																ac	
Don't Know (DO NOT READ OUT)	**266**	116	21	14	1	215	51	82	133	51	170	33	35	8	10	1	2
	22%	*20%*	*36%*	*24%*	*14%*	*22%*	*22%*	*24%*	*21%*	*22%*	*24%*	*15%*	*25%*	*14%*	*30%*	*8%*	*84%*
			a								**bdf**		**bf**		**bdf**		
NET: Satisfied	**788**	384	31	40	4	626	162	208	418	162	455	158	87	42	23	14	*
	66%	*66%*	*53%*	*67%*	*69%*	*65%*	*69%*	*62%*	*67%*	*69%*	*64%*	*74%*	*62%*	*71%*	*68%*	*86%*	*16%*
		b										**ac**				**ace**	
NET: Dissatisfied	**37**	17	2	4	*	26	11	8	19	11	15	5	11	3	*	1	-
	3%	*3%*	*4%*	*7%*	*7%*	*3%*	*5%*	*2%*	*3%*	*5%*	*2%*	*3%*	*8%*	*4%*	*1%*	*5%*	*-%*
													ab				

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	11	2	2	2	-	-	8	2	8	3	7	4	-
	1%	*%	4% a	6% a	-%	-%	1%	2%	1%	2%	1%	1%	-%
Fairly Dissatisfied	27	13	*	2	-	-	23	4	18	9	16	10	-
	2%	3%	1%	6%	-%	-%	2%	4%	2%	6% a	2%	4%	-%
Neither Satisfied Nor Dissatisfied	100	37	7	1	*	1	95	5	93	7	76	25	-
	8%	7%	12%	2%	1%	6%	9%	5%	9%	5%	8%	9%	-%
Fairly Satisfied	325	151	9	9	3	11	294	31	287	37	251	73	-
	27%	31% b	15%	24%	14%	46%	27%	31%	27%	26%	28%	26%	-%
Very Satisfied	464	187	25	16	14	6	436	28	416	47	366	98	-
	39%	38%	41%	43%	59%	26%	40% b	28%	40%	32%	40%	34%	-%
Don't Know (DO NOT READ OUT)	266	101	17	7	6	5	236	30	223	43	190	76	-
	22%	21%	27%	19%	26%	22%	22%	30%	21%	29% a	21%	27% a	-%
NET: Satisfied	788	338	35	25	18	17	730	59	704	85	618	171	-
	66%	69% b	56%	67%	73%	72%	67%	59%	67% b	58%	68% b	60%	-%
NET: Dissatisfied	37	15	3	5	-	-	31	6	26	11	23	14	-
	3%	3%	5%	13% a	-%	-%	3%	6%	3%	8% a	3%	5% a	-%

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**11**	2	1	8	8	7	8	7	5	*	6	3	-	4	3	11	3
	1%	**%*	*1%*	*2%* a	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%*
Fairly Dissatisfied	**27**	13	8	5	27	17	27	14	8	9	18	8	-	8	11	27	4
	2%	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*-%*	*3%*	*3%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	**100**	50	23	25	96	53	99	39	22	15	69	22	-	24	27	99	7
	8%	*8%*	*11%*	*8%*	*9%*	*8%*	*9%*	*8%*	*6%*	*6%*	*9%*	*7%*	*-%*	*8%*	*6%*	*9%*	*7%*
Fairly Satisfied	**325**	172	59	89	291	200	306	141	91	72	233	94	1	89	114	308	28
	27%	*27%*	*27%*	*27%*	*27%*	*30%*	*28%*	*27%*	*25%*	*27%*	*30%*	*27%*	*11%*	*31%*	*27%*	*27%*	*28%*
Very Satisfied	**464**	255	71	135	434	253	440	208	145	112	313	143	2	103	173	443	41
	39%	*40%*	*33%*	*42%* b	*40%*	*38%*	*40%*	*40%*	*40%*	*42%*	*40%*	*42%*	*36%*	*36%*	*42%*	*39%*	*41%*
Don't Know (DO NOT READ OUT)	**266**	146	53	63	221	135	229	110	90	56	146	73	3	58	87	238	17
	22%	*23%*	*25%*	*19%*	*21%*	*20%*	*21%*	*21%*	*25%* g	*21%*	*19%*	*21%*	*54%*	*20%*	*21%*	*21%*	*17%*
NET: Satisfied	**788**	427	130	224	724	453	747	349	236	183	546	237	3	192	286	751	69
	66%	*67%*	*60%*	*69%* b	*67%*	*68%*	*67%*	*67%*	*66%*	*70%*	*70%*	*69%*	*46%*	*67%*	*69%*	*67%*	*69%*
NET: Dissatisfied	**37**	15	10	13	35	24	35	20	13	9	24	11	-	12	14	37	7
	3%	*2%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*3%*	*7%*

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1185	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	1192	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	11	6	5	1	-	7	11	9	11	8	11	-	5	8	*	5	4	2
	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	3% b	*%	2% b
Fairly Dissatisfied	27	21	20	2	2	23	27	23	27	20	27	-	15	27	7	3	19	5
	2%	2%	3%	3%	10%	2%	2%	2%	2%	2%	2%	-%	2%	2%	4%	2%	2%	4%
Neither Satisfied Nor Dissatisfied	100	76	65	3	3	94	98	82	98	78	98	3	67	96	7	10	75	16
	8%	9%	9%	6%	15%	9%	8%	8%	8%	8%	8%	42%	10% c	8% c	4%	6%	8%	13%
Fairly Satisfied	325	253	215	18	3	297	319	279	320	244	320	-	182	311	47	37	265	23
	27%	29%	29%	28%	17%	27%	28%	29%	27%	26%	28%	-%	26%	27%	28%	23%	29% c	20%
Very Satisfied	464	345	280	21	8	428	455	383	459	375	452	*	265	455	60	69	344	48
	39%	39%	38%	35%	49%	39%	39%	39%	39%	40%	39%	2%	38%	40%	37%	42%	38%	41%
Don't Know (DO NOT READ OUT)	266	182	154	16	2	245	249	202	252	201	255	4	168	244	43	39	202	23
	22%	21%	21%	26%	9%	22%	21%	21%	22%	22%	22%	56%	24%	21%	26%	24%	22%	20%
NET: Satisfied	788	598	495	39	11	725	774	662	779	618	772	*	447	766	107	105	609	71
	66%	68%	67%	63%	66%	66%	67%	68%	67%	67%	66%	2%	64%	67%	65%	65%	67%	61%
NET: Dissatisfied	37	27	24	3	2	30	37	32	37	28	37	-	20	35	8	8	22	8
	3%	3%	3%	5%	10%	3%	3%	3%	3%	3%	3%	-%	3%	3%	5%	5%	2%	7% b

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**11**	1	5	5	9	2	11	-	*	6	9	2	1	3
	1%	*1%*	*7%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	*8%*	*4%*	**%*	*4%*	*2%*
			ac							a	b			
Fairly Dissatisfied	**27**	4	4	19	16	11	27	-	12	8	17	10	3	7
	2%	*4%*	*6%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*11%*	*8%*	*1%*	*7%*	*5%*
			c							a	b			
Neither Satisfied Nor Dissatisfied	**100**	5	3	92	69	31	89	12	54	8	24	77	1	18
	8%	*5%*	*5%*	*9%*	*10%*	*7%*	*8%*	*10%*	*6%*	*11%*	*11%*	*8%*	*4%*	*11%*
Fairly Satisfied	**325**	26	17	280	192	132	292	32	252	19	67	257	13	41
	27%	*26%*	*26%*	*27%*	*27%*	*28%*	*27%*	*29%*	*27%*	*28%*	*31%*	*26%*	*38%*	*25%*
Very Satisfied	**464**	30	26	406	288	176	419	44	408	14	56	407	11	51
	39%	*30%*	*40%*	*40%*	*40%*	*38%*	*39%*	*40%*	*43%*	*20%*	*26%*	*42%*	*31%*	*31%*
									b			a		
Don't Know (DO NOT READ OUT)	**266**	35	10	219	150	116	243	23	211	14	45	221	6	42
	22%	*35%*	*16%*	*21%*	*21%*	*25%*	*22%*	*21%*	*23%*	*20%*	*21%*	*23%*	*17%*	*26%*
		bc												
NET: Satisfied	**788**	56	43	686	480	308	711	77	660	33	123	665	24	92
	66%	*56%*	*66%*	*67%*	*66%*	*66%*	*66%*	*69%*	*70%*	*49%*	*57%*	*68%*	*69%*	*57%*
				a					b			a		
NET: Dissatisfied	**37**	5	8	24	25	12	37	-	13	13	26	11	4	10
	3%	*5%*	*13%*	*2%*	*3%*	*3%*	*3%*	*-%*	*1%*	*19%*	*12%*	*1%*	*11%*	*6%*
			c							a	b			

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

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	11	4	-	*	1	2	-	-	*	-	2	4
	1%	2%	-%	*%	1%	2%	-%	-%	*%	-%	2%	3% a
Fairly Dissatisfied	27	6	2	-	5	3	1	5	8	1	3	-
	2%	4%	37%	-%	3%	2%	2%	6%	3%	1%	2%	-%
Neither Satisfied Nor Dissatisfied	100	16	-	8	13	7	6	12	12	15	10	15
	8%	10%	-%	8%	8%	5%	12%	13% c	5%	13%	8%	11%
Fairly Satisfied	325	44	4	31	37	49	15	16	58	33	51	34
	27%	26%	60%	31%	23%	35% b	26%	17%	24%	28%	39% c	24%
Very Satisfied	464	55	*	33	78	51	19	20	99	56	48	60
	39%	33%	3%	33%	48% ac	36%	34%	21%	40% b	47%	37%	42%
Don't Know (DO NOT READ OUT)	266	42	-	28	26	28	14	43	68	13	16	29
	22%	25%	-%	28% b	16%	20%	26%	44% ac	28%	11%	13%	20% a
NET: Satisfied	788	99	4	63	116	100	33	37	157	89	99	95
	66%	59%	63%	64%	72%	71%	60% b	38%	64% b	75%	76%	66%
NET: Dissatisfied	37	10	2	*	6	5	1	5	9	1	5	4
	3%	6%	37%	*%	4% a	4%	2%	6%	4%	1%	4%	3%

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**57**	8	5	5	1	4	11	12	5	*	2	2	1	53
	5%	*11%*	*4%*	*4%*	*2%*	*4%*	*6%*	*7%*	*6%*	*%*	*3%*	*4%*	*1%*	*5%*
		dijklm					**il**	**il**	**il**					**il**
Fairly Dissatisfied	**72**	5	10	8	5	7	10	5	3	9	3	4	3	61
	6%	*7%*	*8%*	*6%*	*7%*	*8%*	*6%*	*3%*	*4%*	*10%*	*6%*	*7%*	*7%*	*6%*
Neither Satisfied Nor Dissatisfied	**172**	14	19	19	5	8	33	32	11	14	5	8	3	155
	14%	*20%*	*15%*	*14%*	*7%*	*9%*	*18%*	*17%*	*12%*	*17%*	*9%*	*14%*	*7%*	*15%*
		djl	l				**djl**	l		l		l		l
Fairly Satisfied	**305**	16	34	29	18	22	36	52	17	28	19	16	16	253
	26%	*22%*	*28%*	*22%*	*25%*	*26%*	*19%*	*29%*	*19%*	*34%*	*34%*	*27%*	*33%*	*25%*
										fh	**fhm**		**fhm**	
Very Satisfied	**440**	27	40	51	37	38	69	58	33	27	19	22	20	379
	37%	*37%*	*32%*	*39%*	*53%*	*44%*	*37%*	*32%*	*36%*	*32%*	*34%*	*37%*	*41%*	*37%*
					bfghijkm									
Don't Know (DO NOT READ OUT)	**145**	2	15	20	4	8	29	23	21	5	7	6	5	126
	12%	*3%*	*12%*	*15%*	*5%*	*9%*	*15%*	*12%*	*23%*	*6%*	*13%*	*10%*	*11%*	*12%*
			a	a			**ad**	a	**adeiklm**		a			a
NET: Satisfied	**745**	43	74	80	55	60	105	110	51	56	39	39	36	632
	63%	*59%*	*60%*	*61%*	*78%*	*70%*	*56%*	*60%*	*55%*	*66%*	*68%*	*65%*	*74%*	*62%*
					abcfghkm	f					f		**abfghm**	
NET: Dissatisfied	**129**	13	15	13	6	10	21	18	9	9	5	7	4	114
	11%	*18%*	*12%*	*10%*	*9%*	*12%*	*11%*	*10%*	*9%*	*11%*	*10%*	*11%*	*8%*	*11%*
		l												

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**57**	2	5	-	10	10	4	24	55	1	*	-	2	29	28
	5%	*1%*	*5%*	*-%*	*12%*	*3%*	*8%*	*5%*	*5%*	*5%*	*5%*	*-%*	*4%*	*5%*	*5%*
					aeg		a								
Fairly Dissatisfied	**72**	4	5	-	7	11	3	37	70	1	1	*	2	34	38
	6%	*3%*	*5%*	*-%*	*8%*	*4%*	*5%*	*8%*	*6%*	*3%*	*11%*	*1%*	*4%*	*6%*	*6%*
								e			**bd**				
Neither Satisfied Nor Dissatisfied	**172**	16	10	5	9	43	14	68	165	4	1	2	7	94	78
	14%	*14%*	*10%*	*33%*	*11%*	*14%*	*23%*	*15%*	*14%*	*15%*	*6%*	*25%*	*15%*	*16%*	*13%*
							b					**ac**			
Fairly Satisfied	**305**	33	30	10	26	72	13	112	291	8	3	3	13	150	155
	26%	*28%*	*30%*	*60%*	*29%*	*23%*	*22%*	*24%*	*25%*	*26%*	*35%*	*32%*	*29%*	*26%*	*25%*
Very Satisfied	**440**	48	40	*	32	139	21	146	423	12	3	3	18	199	241
	37%	*40%*	*39%*	*3%*	*36%*	*45%*	*36%*	*32%*	*37%*	*41%*	*35%*	*30%*	*38%*	*35%*	*39%*
						g									
Don't Know (DO NOT READ OUT)	**145**	16	12	1	4	32	4	73	140	3	1	1	5	65	80
	12%	*13%*	*12%*	*4%*	*4%*	*11%*	*6%*	*16%*	*12%*	*10%*	*9%*	*12%*	*11%*	*11%*	*13%*
		d						**de**							
NET: Satisfied	**745**	81	70	10	57	211	34	257	714	20	6	5	31	349	396
	63%	*68%*	*68%*	*63%*	*66%*	*69%*	*58%*	*56%*	*62%*	*67%*	*70%*	*62%*	*66%*	*61%*	*64%*
		g	g			g									
NET: Dissatisfied	**129**	6	10	-	17	20	7	61	126	2	1	*	4	63	66
	11%	*5%*	*10%*	*-%*	*20%*	*7%*	*12%*	*13%*	*11%*	*8%*	*15%*	*1%*	*8%*	*11%*	*11%*
					abe			**ae**	d		d				

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1185	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	1192	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	57	30	7	1	*	46	12	9	37	12	29	6	14	6	2	1	-
	5%	5%	12% ac	2%	2%	5%	5%	3%	6% a	5%	4%	3%	10% ab	10% ab	7%	4%	-%
Fairly Dissatisfied	72	36	7	4	*	63	10	18	45	10	42	12	10	3	3	*	-
	6%	6%	12%	6%	5%	7%	4%	5%	7%	4%	6%	6%	7%	6%	9%	1%	-%
Neither Satisfied Nor Dissatisfied	172	88	5	4	1	141	31	58	83	31	118	22	17	5	8	1	2
	14%	15% c	9%	6%	11%	15%	13%	17%	13%	13%	17% bf	10%	12%	9%	22% bdf	3%	84%
Fairly Satisfied	305	133	10	17	2	229	76	82	147	76	175	66	37	10	5	6	-
	26%	23%	17%	28%	35%	24%	32% a	24%	24%	32% ab	25%	31% de	26%	17%	15%	37% de	-%
Very Satisfied	440	224	23	19	2	360	80	128	232	80	258	86	42	28	15	8	*
	37%	39%	40%	32%	37%	38%	34%	38%	37%	34%	36%	40% c	30%	48% ac	43%	47% c	16%
Don't Know (DO NOT READ OUT)	145	67	5	15	1	118	28	43	75	28	87	20	22	6	1	1	-
	12%	12%	9%	25% ab	10%	12%	12%	13%	12%	12%	12%	10%	16% e	10%	4%	7%	-%
NET: Satisfied	745	358	33	36	4	590	155	211	379	155	433	152	79	38	20	14	*
	63%	62%	57%	60%	71%	62%	66%	62%	61%	66%	61%	72% ace	55%	65%	58%	85% acde	16%
NET: Dissatisfied	129	66	14	5	*	108	21	27	82	21	71	18	24	9	5	1	-
	11%	11%	24% ac	8%	7%	11%	9%	8%	13% a	9%	10%	8%	17% ab	15%	15%	5%	-%

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	57	23	3	7	2	-	49	8	49	9	40	17	-
	5%	5%	5%	18% ab	7%	-%	4%	8%	5%	6%	4%	6%	-%
Fairly Dissatisfied	72	32	2	*	2	2	61	11	58	14	50	22	-
	6%	7%	3%	1%	10%	9%	6%	11% a	6%	10%	6%	8%	-%
Neither Satisfied Nor Dissatisfied	172	82	8	2	1	1	158	14	151	21	129	43	-
	14%	17%	13%	7%	5%	6%	15%	14%	14%	15%	14%	15%	-%
Fairly Satisfied	305	132	19	10	5	10	280	25	278	27	245	60	-
	26%	27%	31%	26%	20%	43%	26%	25%	27%	19%	27% b	21%	-%
Very Satisfied	440	166	23	12	10	8	414	26	391	50	333	107	-
	37%	34%	38%	31%	39%	33%	38% b	26%	37%	34%	37%	38%	-%
Don't Know (DO NOT READ OUT)	145	56	6	7	4	2	129	16	121	24	109	36	-
	12%	11%	10%	18%	18%	9%	12%	16%	12%	17%	12%	13%	-%
NET: Satisfied	745	298	43	22	14	18	695	51	668	77	578	168	-
	63%	61%	69%	57%	60%	76%	64% b	51%	64% b	53%	64%	59%	-%
NET: Dissatisfied	129	55	5	7	4	2	110	20	106	23	91	39	-
	11%	11%	8%	18%	17%	9%	10%	20% a	10%	16%	10%	14%	-%

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**57**	25	11	18	49	33	49	30	15	16	39	17	-	17	18	53	9
	5%	*4%*	*5%*	*6%*	*5%*	*5%*	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*	*-%*	*6%*	*4%*	*5%*	*9%*
Fairly Dissatisfied	**72**	36	16	17	66	45	68	29	22	20	42	25	3	11	31	70	19
	6%	*6%*	*8%*	*5%*	*6%*	*7%*	*6%*	*6%*	*6%*	*7%*	*5%*	*7%*	*55%*	*4%*	*7%*	*6%*	*19%*
																	ab
Neither Satisfied Nor Dissatisfied	**172**	99	37	32	156	88	160	69	57	35	120	46	-	49	50	162	8
	14%	*16%*	*17%*	*10%*	*14%*	*13%*	*14%*	*13%*	*16%*	*13%*	*15%*	*14%*	*-%*	*17%*	*12%*	*14%*	*8%*
		c	c														
Fairly Satisfied	**305**	151	57	97	274	192	282	152	85	70	204	91	1	81	123	284	24
	26%	*24%*	*26%*	*30%*	*25%*	*29%*	*25%*	*29%*	*24%*	*27%*	*26%*	*27%*	*15%*	*28%*	*30%*	*25%*	*24%*
				a													
Very Satisfied	**440**	241	65	133	405	232	419	178	140	101	296	129	1	88	157	422	34
	37%	*38%*	*30%*	*41%*	*38%*	*35%*	*38%*	*34%*	*39%*	*38%*	*38%*	*38%*	*23%*	*31%*	*38%*	*37%*	*34%*
		b		b													
Don't Know (DO NOT READ OUT)	**145**	87	30	26	127	76	132	61	40	21	84	34	*	40	36	135	6
	12%	*14%*	*14%*	*8%*	*12%*	*11%*	*12%*	*12%*	*11%*	*8%*	*11%*	*10%*	*6%*	*14%*	*9%*	*12%*	*6%*
		c	c													c	
NET: Satisfied	**745**	391	122	230	679	424	702	330	226	171	500	220	2	169	279	705	58
	63%	*61%*	*56%*	*71%*	*63%*	*64%*	*63%*	*64%*	*63%*	*65%*	*64%*	*64%*	*38%*	*59%*	*67%*	*63%*	*58%*
				ab											c		
NET: Dissatisfied	**129**	61	28	36	115	78	116	59	37	36	81	42	3	28	49	123	28
	11%	*10%*	*13%*	*11%*	*11%*	*12%*	*10%*	*11%*	*10%*	*14%*	*10%*	*12%*	*55%*	*10%*	*12%*	*11%*	*28%*
																	ab

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1185	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	1192	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	57	40	39	3	*	52	57	46	57	42	57	-	30	57	20	10	40	7
	5%	5%	5%	6%	1%	5%	5%	5%	5%	5%	5%	-%	4%	5%	12% ab	6%	4%	6%
Fairly Dissatisfied	72	58	43	7	4	62	72	59	72	56	72	-	50	72	19	9	44	18
	6%	7%	6%	11%	24%	6%	6%	6%	6%	6%	6%	-%	7%	6%	12% b	6%	5%	16% ab
Neither Satisfied Nor Dissatisfied	172	123	116	14	*	154	169	144	169	136	169	3	117	166	21	24	133	15
	14%	14%	16%	23% c	1%	14%	15%	15%	15%	15%	15%	42%	17%	15%	13%	15%	15%	13%
Fairly Satisfied	305	230	181	11	4	280	292	255	296	227	299	-	177	285	37	35	241	29
	26%	26%	24%	18%	25%	26%	25%	26%	25%	24%	26%	-%	25%	25%	23%	22%	27%	24%
Very Satisfied	440	335	264	18	8	412	424	355	429	347	424	4	239	423	47	62	335	38
	37%	38%	36%	30%	48%	38%	37%	36%	37%	37%	36%	56%	34%	37% c	29%	38%	37%	33%
Don't Know (DO NOT READ OUT)	145	97	95	7	*	133	142	118	142	118	141	*	89	138	19	21	114	10
	12%	11%	13%	12%	1%	12%	12%	12%	12%	13%	12%	2%	13%	12%	12%	13%	13%	8%
NET: Satisfied	745	565	445	30	12	692	717	611	725	573	723	4	416	708	85	98	575	67
	63%	64%	60%	48%	73%	63% a	62%	62%	62%	62%	62%	56%	59%	62% c	52%	60%	63%	57%
NET: Dissatisfied	129	98	83	11	4	114	129	106	129	99	129	-	80	129	39	19	84	26
	11%	11%	11%	17%	25%	10%	11%	11%	11%	11%	11%	-%	11%	11%	24% ab	12%	9%	22% ab

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**57**	4	6	48	41	17	55	2	31	11	22	35	5	7
	5%	*4%*	*9%*	*5%*	*6%*	*4%*	*5%*	*2%*	*3%*	*16%* a	*10%* b	*4%*	*16%* b	*5%*
Fairly Dissatisfied	**72**	13	5	54	46	26	70	2	38	12	29	43	2	15
	6%	*13%* c	*7%*	*5%*	*6%*	*6%*	*6%*	*2%*	*4%*	*18%* a	*13%* b	*4%*	*5%*	*9%*
Neither Satisfied Nor Dissatisfied	**172**	10	6	155	119	53	163	9	121	8	26	146	2	22
	14%	*10%*	*10%*	*15%*	*16%* b	*11%*	*15%*	*8%*	*13%*	*12%*	*12%*	*15%*	*5%*	*14%*
Fairly Satisfied	**305**	20	20	265	178	127	267	38	240	14	68	237	10	36
	26%	*19%*	*31%*	*26%*	*25%*	*27%*	*25%*	*34%*	*26%*	*21%*	*31%* b	*24%*	*28%*	*22%*
Very Satisfied	**440**	41	22	375	257	183	401	39	396	14	53	387	8	61
	37%	*41%*	*33%*	*37%*	*36%*	*39%*	*37%*	*35%*	*42%* b	*21%*	*24%*	*40%* a	*25%*	*38%*
Don't Know (DO NOT READ OUT)	**145**	13	6	124	84	62	124	21	112	8	19	126	8	19
	12%	*13%*	*10%*	*12%*	*12%*	*13%*	*11%*	*19%* a	*12%*	*12%*	*9%*	*13%*	*22%*	*12%*
NET: Satisfied	**745**	61	41	640	435	310	668	77	636	29	122	624	18	97
	63%	*60%*	*64%*	*63%*	*60%*	*66%* a	*62%*	*69%*	*68%* b	*42%*	*56%*	*64%* a	*53%*	*60%*
NET: Dissatisfied	**129**	17	10	102	87	42	125	4	69	23	51	78	7	22
	11%	*17%* c	*16%*	*10%*	*12%*	*9%*	*12%* b	*4%*	*7%*	*33%* a	*24%* b	*8%*	*21%*	*14%*

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

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	57	11	2	2	7	6	5	3	21	*	6	8
	5%	6%	37%	2%	4%	4%	9%	3%	8%	*%	4%	6%
											a	a
Fairly Dissatisfied	72	15	-	3	13	8	3	3	25	5	5	6
	6%	9%	-%	3%	8%	6%	5%	4%	10%	4%	4%	4%
									b			
Neither Satisfied Nor Dissatisfied	172	21	-	18	16	24	9	17	29	13	20	26
	14%	13%	-%	18%	10%	17%	16%	17%	12%	11%	15%	18%
Fairly Satisfied	305	40	2	26	42	32	8	22	57	38	47	32
	26%	24%	37%	26%	26%	23%	15%	22%	23%	32%	36%	23%
											c	
Very Satisfied	440	60	2	27	66	53	17	40	89	54	47	49
	37%	36%	26%	27%	41%	38%	31%	42%	36%	46%	36%	34%
					a					c		
Don't Know (DO NOT READ OUT)	145	21	-	24	18	17	13	11	26	7	6	22
	12%	13%	-%	24%	11%	12%	23%	12%	11%	6%	5%	15%
				bc			c					ab
NET: Satisfied	745	100	4	53	108	85	26	62	145	91	94	81
	63%	60%	63%	53%	67%	60%	46%	64%	59%	78%	72%	57%
					a			a		c	c	
NET: Dissatisfied	129	25	2	5	20	14	8	6	46	6	11	14
	11%	15%	37%	5%	12%	10%	14%	7%	19%	5%	8%	10%
					a				b			

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**38**	3	3	5	3	1	3	10	5	2	1	1	-	35
	3%	*5%*	*3%*	*4%*	*4%*	*1%*	*2%*	*5%*	*5%*	*3%*	*2%*	*2%*	*-%*	*3%*
		l	l	l	l			l	l	l				l
Fairly Dissatisfied	**61**	8	8	10	3	4	5	7	-	5	3	4	3	51
	5%	*11%*	*6%*	*8%*	*4%*	*5%*	*3%*	*4%*	*-%*	*6%*	*5%*	*7%*	*6%*	*5%*
		fhm	h	h						h		h	h	h
Neither Satisfied Nor Dissatisfied	**132**	10	9	23	9	12	23	15	2	8	6	9	7	110
	11%	*13%*	*7%*	*17%*	*12%*	*14%*	*12%*	*8%*	*3%*	*10%*	*10%*	*15%*	*14%*	*11%*
		h		h	h	h	h				h	h	h	h
Fairly Satisfied	**380**	15	41	31	15	29	59	73	36	36	15	17	13	335
	32%	*20%*	*34%*	*23%*	*22%*	*33%*	*32%*	*40%*	*40%*	*43%*	*26%*	*28%*	*27%*	*33%*
								acdjl	**acdj**	**acdjkl**				a
Very Satisfied	**525**	35	53	55	39	38	80	69	44	31	29	28	24	443
	44%	*49%*	*43%*	*42%*	*55%*	*44%*	*43%*	*38%*	*48%*	*37%*	*52%*	*47%*	*50%*	*43%*
					gim						**gi**			
Don't Know (DO NOT READ OUT)	**58**	2	8	7	1	2	18	7	5	1	3	1	1	53
	5%	*2%*	*7%*	*6%*	*2%*	*3%*	*10%*	*4%*	*5%*	*1%*	*5%*	*1%*	*3%*	*5%*
			k	k			**dikl**				k			k
NET: Satisfied	**904**	49	94	86	54	66	139	142	80	67	44	45	37	778
	76%	*69%*	*77%*	*65%*	*77%*	*77%*	*74%*	*78%*	*87%*	*80%*	*77%*	*75%*	*77%*	*76%*
									acfkm					
NET: Dissatisfied	**98**	11	11	15	6	5	8	17	5	7	4	5	3	86
	8%	*16%*	*9%*	*12%*	*8%*	*6%*	*4%*	*9%*	*5%*	*9%*	*7%*	*9%*	*6%*	*8%*
		fhl												

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**38**	3	5	-	3	11	4	10	37	*	*	*	1	13	25
	3%	*3%*	*5%*	*-%*	*3%*	*4%*	*6%*	*2%*	*3%*	*1%*	*2%*	*4%*	*2%*	*2%*	*4%*
Fairly Dissatisfied	**61**	5	4	2	4	15	6	24	58	1	1	*	2	33	28
	5%	*4%*	*4%*	*10%*	*5%*	*5%*	*9%*	*5%*	*5%*	*5%*	*7%*	*5%*	*5%*	*6%*	*5%*
Neither Satisfied Nor Dissatisfied	**132**	11	18	4	7	21	5	61	126	4	1	1	6	69	63
	11%	*9%*	*18%*	*27%*	*8%*	*7%*	*8%*	*13%*	*11%*	*14%*	*13%*	*8%*	*12%*	*12%*	*10%*
			ade					e							
Fairly Satisfied	**380**	48	34	4	21	96	15	146	363	10	4	3	17	191	189
	32%	*40%*	*33%*	*23%*	*25%*	*31%*	*26%*	*32%*	*32%*	*33%*	*41%*	*37%*	*36%*	*33%*	*30%*
		d													
Very Satisfied	**525**	47	37	7	44	151	25	195	505	12	3	4	19	241	283
	44%	*39%*	*36%*	*40%*	*50%*	*49%*	*42%*	*42%*	*44%*	*42%*	*36%*	*46%*	*41%*	*42%*	*46%*
						b									
Don't Know (DO NOT READ OUT)	**58**	5	3	-	8	12	5	23	56	2	*	-	2	24	34
	5%	*4%*	*3%*	*-%*	*10%*	*4%*	*9%*	*5%*	*5%*	*6%*	*2%*	*-%*	*4%*	*4%*	*5%*
					e										
NET: Satisfied	**904**	95	71	10	65	248	40	342	868	22	7	7	36	432	472
	76%	*80%*	*70%*	*63%*	*74%*	*81%*	*68%*	*74%*	*76%*	*75%*	*77%*	*83%*	*77%*	*76%*	*76%*
						bfg									
NET: Dissatisfied	**98**	8	10	2	7	26	9	34	95	2	1	1	3	46	53
	8%	*7%*	*10%*	*10%*	*8%*	*9%*	*15%*	*7%*	*8%*	*6%*	*9%*	*9%*	*7%*	*8%*	*8%*
							g								

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**38**	16	4	*	-	29	9	8	21	9	17	11	9	*	*	1	-
	3%	*3%*	*7%*	*1%*	*-%*	*3%*	*4%*	*2%*	*3%*	*4%*	*2%*	*5%*	*6%*	**%*	**%*	*4%*	*-%*
			c									**ad**	**ad**				
Fairly Dissatisfied	**61**	37	3	4	1	49	11	15	34	11	29	15	11	2	3	*	-
	5%	*6%*	*5%*	*7%*	*12%*	*5%*	*5%*	*4%*	*6%*	*5%*	*4%*	*7%*	*8%*	*3%*	*8%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**132**	61	6	3	1	96	36	24	72	36	70	20	16	9	7	4	*
	11%	*11%*	*11%*	*5%*	*12%*	*10%*	*15%*	*7%*	*12%*	*15%*	*10%*	*10%*	*11%*	*16%*	*21%*	*27%*	*16%*
							a		a	a					**ab**	**abc**	
Fairly Satisfied	**380**	170	16	25	2	297	82	96	201	82	226	69	52	19	10	2	-
	32%	*29%*	*27%*	*42%*	*40%*	*31%*	*35%*	*28%*	*32%*	*35%*	*32%*	*32%*	*37%*	*32%*	*30%*	*14%*	*-%*
				ab							f	f	f	f			
Very Satisfied	**525**	273	26	20	2	439	85	178	261	85	333	86	49	24	13	9	-
	44%	*47%*	*45%*	*34%*	*36%*	*46%*	*36%*	*53%*	*42%*	*36%*	*47%*	*40%*	*35%*	*40%*	*40%*	*55%*	*-%*
		c				b		**bc**			c					c	
Don't Know (DO NOT READ OUT)	**58**	22	3	7	-	46	12	17	29	12	34	11	5	5	*	*	2
	5%	*4%*	*5%*	*11%*	*-%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*3%*	*9%*	**%*	*1%*	*84%*
				a										e			
NET: Satisfied	**904**	442	41	46	4	736	168	274	463	168	559	154	101	43	24	11	-
	76%	*76%*	*72%*	*77%*	*76%*	*77%*	*71%*	*81%*	*75%*	*71%*	*79%*	*73%*	*71%*	*72%*	*70%*	*68%*	*-%*
						b		**bc**									
NET: Dissatisfied	**98**	53	7	5	1	78	20	23	55	20	46	26	20	2	3	1	-
	8%	*9%*	*12%*	*8%*	*12%*	*8%*	*9%*	*7%*	*9%*	*9%*	*6%*	*12%*	*14%*	*3%*	*9%*	*4%*	*-%*
												ad	**ad**				

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	**38**	16	4	4	2	*	28	10	27	10	25	13	-
	3%	*3%*	*6%*	*11%* a	*10%*	*1%*	*3%*	*10%* a	*3%*	*7%* a	*3%*	*5%*	*-%*
Fairly Dissatisfied	**61**	29	1	*	*	2	61	-	56	4	43	17	-
	5%	*6%*	*1%*	*1%*	*1%*	*9%*	*6%* b	*-%*	*5%*	*3%*	*5%*	*6%*	*-%*
Neither Satisfied Nor Dissatisfied	**132**	65	11	*	2	9	121	11	114	17	95	36	-
	11%	*13%* c	*18%* c	*1%*	*9%*	*36%*	*11%*	*11%*	*11%*	*12%*	*11%*	*13%*	*-%*
Fairly Satisfied	**380**	148	19	16	10	6	348	31	336	43	302	78	-
	32%	*30%*	*31%*	*42%*	*43%*	*27%*	*32%*	*32%*	*32%*	*30%*	*33%*	*27%*	*-%*
Very Satisfied	**525**	208	26	12	9	6	479	46	460	65	400	125	-
	44%	*42%*	*42%*	*31%*	*37%*	*26%*	*44%*	*46%*	*44%*	*45%*	*44%*	*44%*	*-%*
Don't Know (DO NOT READ OUT)	**58**	24	*	5	-	*	56	2	53	5	41	17	-
	5%	*5%*	*1%*	*14%* ab	*-%*	*2%*	*5%*	*2%*	*5%*	*4%*	*5%*	*6%*	*-%*
NET: Satisfied	**904**	356	45	28	19	12	827	77	796	108	702	203	-
	76%	*73%*	*73%*	*73%*	*80%*	*53%*	*76%*	*77%*	*76%*	*74%*	*77%* b	*71%*	*-%*
NET: Dissatisfied	**98**	45	5	4	3	2	88	10	84	15	68	30	-
	8%	*9%*	*8%*	*12%*	*11%*	*9%*	*8%*	*10%*	*8%*	*10%*	*8%*	*11%*	*-%*

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**38**	19	10	9	37	24	37	22	14	14	23	16	3	7	17	37	6
	3%	*3%*	*5%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*5%*	*3%*	*5%*	*47%*	*3%*	*4%*	*3%*	*6%*
Fairly Dissatisfied	**61**	30	9	22	57	44	60	24	20	11	49	16	-	17	35	60	8
	5%	*5%*	*4%*	*7%*	*5%*	*7%*	*5%*	*5%*	*6%*	*4%*	*6%*	*5%*	*-%*	*6%*	*8%* b	*5%*	*8%*
Neither Satisfied Nor Dissatisfied	**132**	68	23	37	119	84	127	72	44	35	86	44	*	43	55	128	17
	11%	*11%*	*10%*	*12%*	*11%*	*13%*	*11%*	*14%*	*12%*	*13%*	*11%*	*13%*	*8%*	*15%*	*13%*	*11%*	*17%* b
Fairly Satisfied	**380**	179	83	109	341	229	352	167	102	88	267	97	1	100	129	363	32
	32%	*28%*	*38%* a	*34%*	*32%*	*34%* e	*32%*	*32%*	*28%*	*34%*	*34%* e	*28%*	*17%*	*35%*	*31%*	*32%*	*32%*
Very Satisfied	**525**	306	83	135	464	255	477	207	159	105	324	150	2	108	158	480	30
	44%	*48%* b	*38%*	*42%*	*43%* b	*38%*	*43%* b	*40%*	*44%*	*40%*	*41%*	*44%*	*27%*	*38%*	*38%*	*43%* c	*30%*
Don't Know (DO NOT READ OUT)	**58**	37	10	11	57	30	57	26	21	11	36	20	-	10	21	57	6
	5%	*6%*	*4%*	*3%*	*5%*	*4%*	*5%*	*5%*	*6%*	*4%*	*5%*	*6%*	*-%*	*4%*	*5%*	*5%*	*6%*
NET: Satisfied	**904**	485	165	244	805	484	829	374	261	193	591	247	3	208	287	843	62
	76%	*76%*	*76%*	*75%*	*75%*	*73%*	*75%*	*72%*	*72%*	*73%*	*75%*	*72%*	*45%*	*73%*	*69%*	*75%* ac	*62%*
NET: Dissatisfied	**98**	49	19	31	94	68	97	47	34	24	72	32	3	24	52	97	14
	8%	*8%*	*9%*	*10%*	*9%*	*10%*	*9%*	*9%*	*10%*	*9%*	*9%*	*9%*	*47%*	*9%*	*12%* b	*9%*	*14%* b

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1185	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	1192	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	**38**	32	27	2	-	32	34	34	36	30	38	-	26	36	9	9	23	5
	3%	*4%*	*4%*	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*5%*	*6%* b	*3%*	*4%*
Fairly Dissatisfied	**61**	47	40	6	1	53	59	57	59	45	58	1	39	59	7	5	41	15
	5%	*5%*	*5%*	*10%*	*9%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*19%*	*6%*	*5%*	*4%*	*3%*	*5%*	*13%* **ab**
Neither Satisfied Nor Dissatisfied	**132**	103	85	4	1	124	125	111	126	102	128	3	83	118	21	25	97	10
	11%	*12%*	*11%*	*6%*	*6%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*42%*	*12%*	*10%*	*13%*	*16%*	*11%*	*8%*
Fairly Satisfied	**380**	271	244	21	2	353	372	323	375	293	375	-	223	367	49	45	299	35
	32%	*31%*	*33%*	*33%*	*14%*	*32%*	*32%*	*33%*	*32%*	*32%*	*32%*	*-%*	*32%*	*32%*	*30%*	*28%*	*33%*	*30%*
Very Satisfied	**525**	384	301	19	11	486	510	407	513	415	510	2	294	506	67	71	398	50
	44%	*43%*	*41%*	*32%*	*64%*	*44%* a	*44%*	*42%*	*44%*	*45%*	*44%*	*39%*	*42%*	*44%*	*41%*	*44%*	*44%*	*43%*
Don't Know (DO NOT READ OUT)	**58**	47	42	10	1	45	57	48	57	41	54	-	35	55	12	6	49	2
	5%	*5%*	*6%*	*16%* c	*8%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*-%*	*5%*	*5%*	*7%*	*4%*	*5%*	*2%*
NET: Satisfied	**904**	655	545	40	13	839	882	729	887	708	885	2	518	872	117	116	697	85
	76%	*74%*	*74%*	*65%*	*77%*	*77%* a	*76%*	*75%*	*76%*	*76%*	*76%*	*39%*	*74%*	*76%*	*71%*	*72%*	*77%*	*73%*
NET: Dissatisfied	**98**	79	67	8	1	85	93	91	95	75	96	1	66	95	15	14	64	20
	8%	*9%*	*9%*	*12%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*8%*	*19%*	*9%*	*8%*	*9%*	*9%*	*7%*	*17%* **ab**

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**38**	6	8	24	27	11	35	3	11	11	18	19	3	3
	3%	*6%*	*12%*	*2%*	*4%*	*2%*	*3%*	*3%*	*1%*	*16%*	*8%*	*2%*	*9%*	*2%*
		c	c							a	b		b	
Fairly Dissatisfied	**61**	7	5	49	46	14	61	-	23	9	42	18	1	15
	5%	*7%*	*7%*	*5%*	*6%*	*3%*	*6%*	*-%*	*2%*	*13%*	*19%*	*2%*	*2%*	*9%*
					b		b			a	b			
Neither Satisfied Nor Dissatisfied	**132**	5	8	119	80	51	124	8	78	17	54	77	1	27
	11%	*4%*	*12%*	*12%*	*11%*	*11%*	*11%*	*7%*	*8%*	*24%*	*25%*	*8%*	*2%*	*17%*
				a						a	b			a
Fairly Satisfied	**380**	32	16	329	222	158	336	44	312	10	68	312	12	39
	32%	*32%*	*25%*	*32%*	*31%*	*34%*	*31%*	*39%*	*33%*	*15%*	*31%*	*32%*	*36%*	*24%*
									b					
Very Satisfied	**525**	47	27	448	306	219	469	56	475	18	29	496	15	73
	44%	*47%*	*41%*	*44%*	*42%*	*47%*	*43%*	*50%*	*51%*	*27%*	*13%*	*51%*	*45%*	*45%*
									b			a		
Don't Know (DO NOT READ OUT)	**58**	4	2	52	43	15	56	1	40	3	7	51	2	5
	5%	*4%*	*3%*	*5%*	*6%*	*3%*	*5%*	*1%*	*4%*	*4%*	*3%*	*5%*	*7%*	*3%*
					b									
NET: Satisfied	**904**	79	43	777	527	377	805	99	787	29	96	808	28	112
	76%	*78%*	*66%*	*76%*	*73%*	*81%*	*74%*	*89%*	*84%*	*42%*	*44%*	*83%*	*81%*	*69%*
						a		a	b			a		
NET: Dissatisfied	**98**	13	12	73	73	25	96	3	34	20	61	38	4	17
	8%	*13%*	*19%*	*7%*	*10%*	*5%*	*9%*	*3%*	*4%*	*29%*	*28%*	*4%*	*11%*	*11%*
		c	c		b		b			a	b			

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

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1185**	175	4	109	168	122	57	95	243	142	110	139
Weighted total	**1192**	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	**38**	3	-	4	3	4	5	3	8	7	-	4
	3%	*2%*	*-%*	*4%*	*2%*	*3%*	*9%*	*3%*	*3%*	*6%*	*-%*	*3%*
										b		
Fairly Dissatisfied	**61**	15	-	9	8	4	*	4	14	8	6	7
	5%	*9%*	*-%*	*9%*	*5%*	*3%*	**%*	*4%*	*6%*	*7%*	*5%*	*5%*
Neither Satisfied Nor Dissatisfied	**132**	24	-	5	26	11	9	13	23	7	18	19
	11%	*14%*	*-%*	*5%*	*16%*	*8%*	*17%*	*13%*	*9%*	*6%*	*14%*	*13%*
					ac						a	a
Fairly Satisfied	**380**	43	5	34	44	45	13	24	84	45	48	42
	32%	*26%*	*74%*	*34%*	*27%*	*32%*	*24%*	*24%*	*34%*	*38%*	*37%*	*30%*
Very Satisfied	**525**	78	2	44	73	72	25	48	106	43	51	64
	44%	*46%*	*26%*	*44%*	*45%*	*51%*	*44%*	*49%*	*43%*	*36%*	*39%*	*45%*
Don't Know (DO NOT READ OUT)	**58**	5	-	5	7	5	3	6	10	7	8	6
	5%	*3%*	*-%*	*5%*	*5%*	*4%*	*6%*	*6%*	*4%*	*6%*	*6%*	*4%*
NET: Satisfied	**904**	121	6	78	117	116	38	72	191	88	99	106
	76%	*72%*	*100%*	*78%*	*72%*	*83%*	*69%*	*74%*	*77%*	*75%*	*76%*	*74%*
						b						
NET: Dissatisfied	**98**	18	-	13	11	8	5	7	22	15	6	11
	8%	*11%*	*-%*	*13%*	*7%*	*6%*	*9%*	*7%*	*9%*	*13%*	*5%*	*8%*
										b		

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very Dissatisfied	**134**	9	23	20	12	6	18	17	7	5	6	8	4	117
	11%	*13%*	*18%*	*15%*	*17%*	*6%*	*10%*	*9%*	*7%*	*6%*	*11%*	*13%*	*8%*	*11%*
			ehilm		**eil**									
Fairly Dissatisfied	**189**	18	23	24	6	15	30	31	6	15	5	8	8	168
	16%	*25%*	*19%*	*18%*	*9%*	*18%*	*16%*	*17%*	*6%*	*18%*	*8%*	*14%*	*16%*	*16%*
		dhj	**hj**	**hj**		**hj**	h	**hj**		**hj**			**hj**	**hj**
Neither Satisfied Nor Dissatisfied	**403**	28	36	38	19	26	65	60	31	39	20	19	20	344
	34%	*40%*	*30%*	*29%*	*28%*	*31%*	*34%*	*33%*	*34%*	*46%*	*36%*	*32%*	*41%*	*33%*
										bcdekm				
Fairly Satisfied	**309**	15	24	33	22	23	49	48	33	15	18	15	13	262
	26%	*21%*	*19%*	*25%*	*31%*	*27%*	*26%*	*27%*	*36%*	*18%*	*33%*	*26%*	*27%*	*26%*
									bi		**bi**			
Very Satisfied	**148**	1	15	17	11	15	24	23	13	9	7	9	4	129
	12%	*2%*	*12%*	*13%*	*15%*	*18%*	*13%*	*13%*	*15%*	*11%*	*12%*	*15%*	*8%*	*13%*
			a	a	a	**al**	a	a	a	a	a	a		a
Don't Know (DO NOT READ OUT)	**9**	-	1	-	-	-	3	2	2	*	-	*	-	8
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	**%*	*-%*	*1%*	*-%*	*1%*
NET: Satisfied	**457**	16	39	50	32	39	73	71	46	25	25	24	17	391
	38%	*23%*	*32%*	*38%*	*47%*	*45%*	*39%*	*39%*	*51%*	*29%*	*45%*	*40%*	*35%*	*38%*
					ai	**ai**	a	a	**abilm**		**abi**	a		a
NET: Dissatisfied	**323**	27	46	44	18	21	48	48	12	20	11	16	12	284
	27%	*38%*	*37%*	*34%*	*26%*	*24%*	*26%*	*26%*	*14%*	*24%*	*19%*	*27%*	*24%*	*28%*
		hj	**hjlm**	**hj**				h				h		**hj**

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very Dissatisfied	**134**	9	12	*	6	29	10	59	129	3	1	1	5	62	72
	11%	*8%*	*12%*	*1%*	*6%*	*10%*	*16%*	*13%*	*11%*	*9%*	*13%*	*16%*	*11%*	*11%*	*12%*
Fairly Dissatisfied	**189**	23	11	2	12	55	11	69	181	6	1	1	8	95	94
	16%	*19%*	*11%*	*13%*	*14%*	*18%*	*18%*	*15%*	*16%*	*20%* d	*16%*	*8%*	*17%*	*17%*	*15%*
Neither Satisfied Nor Dissatisfied	**403**	40	43	8	33	96	20	153	387	11	3	3	17	197	206
	34%	*33%*	*42%* e	*52%*	*37%*	*31%*	*34%*	*33%*	*34%*	*36%*	*28%*	*41%*	*36%*	*35%*	*33%*
Fairly Satisfied	**309**	33	25	5	18	78	15	123	301	4	2	2	8	153	156
	26%	*28%*	*24%*	*32%*	*21%*	*25%*	*25%*	*27%*	*26%* **be**	*14%*	*25%*	*20%*	*17%*	*27%*	*25%*
Very Satisfied	**148**	13	11	*	19	47	4	48	140	6	2	1	9	59	89
	12%	*11%*	*11%*	*2%*	*22%* **abfg**	*15%* g	*6%*	*10%*	*12%*	*19%* a	*18%*	*16%*	*18%* a	*10%*	*14%* a
Don't Know (DO NOT READ OUT)	**9**	2	-	-	-	-	-	7	8	*	-	-	*	5	4
	1%	*1%* e	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* e	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
NET: Satisfied	**457**	46	36	6	37	125	19	171	440	10	4	3	17	213	245
	38%	*38%*	*35%*	*34%*	*43%*	*41%*	*32%*	*37%*	*38%*	*33%*	*43%*	*36%*	*36%*	*37%*	*39%*
NET: Dissatisfied	**323**	32	24	2	18	85	20	129	310	9	3	2	13	157	166
	27%	*27%*	*23%*	*14%*	*20%*	*28%*	*34%*	*28%*	*27%*	*29%*	*29%*	*23%*	*28%*	*27%*	*27%*

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very Dissatisfied	**134**	70	9	8	1	103	31	37	67	31	83	14	20	10	5	2	-
	11%	*12%*	*16%*	*14%*	*18%*	*11%*	*13%*	*11%*	*11%*	*13%*	*12%* b	*7%*	*14%* b	*17%* b	*13%*	*12%*	*-%*
Fairly Dissatisfied	**189**	81	6	9	*	157	31	40	117	31	112	35	22	7	4	4	2
	16%	*14%*	*10%*	*15%*	*7%*	*16%*	*13%*	*12%*	*19%* **ac**	*13%*	*16%*	*17%*	*16%*	*12%*	*11%*	*24%*	*84%*
Neither Satisfied Nor Dissatisfied	**403**	192	16	21	2	312	92	103	209	92	233	84	47	20	11	3	*
	34%	*33%*	*28%*	*35%*	*35%*	*33%*	*39%* a	*30%*	*34%*	*39%* a	*33%* f	*40%* f	*33%* f	*33%* f	*33%*	*16%*	*16%*
Fairly Satisfied	**309**	152	20	18	1	246	63	92	154	63	177	55	39	18	11	6	-
	26%	*26%*	*35%*	*31%*	*17%*	*26%*	*27%*	*27%*	*25%*	*27%*	*25%*	*26%*	*27%*	*30%*	*32%*	*38%*	*-%*
Very Satisfied	**148**	80	7	4	1	133	16	61	71	16	98	23	14	5	4	1	-
	12%	*14%*	*12%*	*6%*	*23%*	*14%* b	*7%*	*18%* **bc**	*12%* c	*7%*	*14%*	*11%*	*10%*	*8%*	*11%*	*8%*	*-%*
Don't Know (DO NOT READ OUT)	**9**	4	-	-	-	6	3	6	*	3	6	-	*	-	-	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%* b	**%*	*1%* b	*1%*	*-%*	**%*	*-%*	*-%*	*3%* b	*-%*
NET: Satisfied	**457**	231	27	22	2	378	79	153	226	79	275	78	52	22	15	7	-
	38%	*40%*	*46%*	*37%*	*40%*	*40%*	*33%*	*45%* **bc**	*36%*	*33%*	*39%*	*37%*	*37%*	*38%*	*43%*	*45%*	*-%*
NET: Dissatisfied	**323**	151	15	17	1	261	62	77	184	62	195	50	42	17	8	6	2
	27%	*26%*	*26%*	*29%*	*26%*	*27%*	*26%*	*23%*	*30%* a	*26%*	*27%*	*23%*	*30%*	*29%*	*24%*	*36%*	*84%*

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very Dissatisfied	134	43	11	6	4	2	116	18	114	20	99	35	-
	11%	*9%*	*17%* a	*17%*	*18%*	*10%*	*11%*	*18%* a	*11%*	*14%*	*11%*	*12%*	*-%*
Fairly Dissatisfied	189	92	6	3	-	8	176	12	169	19	138	51	-
	16%	*19%*	*9%*	*7%*	*-%*	*32%*	*16%*	*12%*	*16%*	*13%*	*15%*	*18%*	*-%*
Neither Satisfied Nor Dissatisfied	403	175	21	19	13	7	368	35	349	55	305	98	-
	34%	*36%*	*34%*	*52%* a	*55%*	*30%*	*34%*	*35%*	*33%*	*38%*	*34%*	*34%*	*-%*
Fairly Satisfied	309	116	22	5	4	6	285	24	269	40	238	71	-
	26%	*24%*	*35%* c	*13%*	*16%*	*26%*	*26%*	*24%*	*26%*	*28%*	*26%*	*25%*	*-%*
Very Satisfied	148	62	3	4	*	-	141	8	139	9	121	28	-
	12%	*13%*	*4%*	*12%*	*2%*	*-%*	*13%*	*8%*	*13%* b	*6%*	*13%*	*10%*	*-%*
Don't Know (DO NOT READ OUT)	9	3	-	-	2	*	6	2	6	2	6	3	-
	1%	*1%*	*-%*	*-%*	*10%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*
NET: Satisfied	457	178	24	9	4	6	426	32	408	49	358	99	-
	38%	*36%*	*40%*	*24%*	*18%*	*26%*	*39%*	*32%*	*39%*	*34%*	*40%*	*35%*	*-%*
NET: Dissatisfied	323	135	16	9	4	10	292	31	283	39	237	86	-
	27%	*27%*	*26%*	*24%*	*18%*	*42%*	*27%*	*31%*	*27%*	*27%*	*26%*	*30%*	*-%*

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very Dissatisfied	**134**	69	24	36	126	66	126	55	40	40	91	45	3	18	46	131	16
	11%	*11%*	*11%*	*11%*	*12%*	*10%*	*11%*	*11%*	*11%*	*15%*	*12%*	*13%*	*55%*	*6%*	*11%*	*12%*	*16%*
										b		c					
Fairly Dissatisfied	**189**	103	32	53	172	123	182	87	61	28	129	53	-	55	68	180	12
	16%	*16%*	*15%*	*16%*	*16%*	*19%*	*16%*	*17%*	*17%*	*11%*	*16%*	*16%*	*-%*	*19%*	*17%*	*16%*	*12%*
					f	f	f	f	f		f						
Neither Satisfied Nor Dissatisfied	**403**	209	82	108	358	225	370	190	113	108	261	126	*	110	127	378	33
	34%	*33%*	*38%*	*33%*	*33%*	*34%*	*33%*	*37%*	*31%*	*41%*	*33%*	*37%*	*8%*	*38%*	*31%*	*34%*	*33%*
										abceg							
Fairly Satisfied	**309**	156	56	94	280	183	288	124	98	65	209	86	1	63	113	293	32
	26%	*24%*	*26%*	*29%*	*26%*	*27%*	*26%*	*24%*	*27%*	*25%*	*27%*	*25%*	*14%*	*22%*	*27%*	*26%*	*32%*
Very Satisfied	**148**	92	23	31	133	68	137	56	47	19	90	30	1	38	58	137	6
	12%	*14%*	*11%*	*10%*	*12%*	*10%*	*12%*	*11%*	*13%*	*7%*	*12%*	*9%*	*22%*	*13%*	*14%*	*12%*	*6%*
		c			f		f		f						c	c	
Don't Know (DO NOT READ OUT)	**9**	8	-	1	6	1	6	5	1	3	5	3	-	3	1	6	*
	1%	*1%*	*-%*	**%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*
								b		b							
NET: Satisfied	**457**	249	79	126	413	250	425	180	145	84	299	116	2	101	171	429	38
	38%	*39%*	*36%*	*39%*	*38%*	*38%*	*38%*	*35%*	*40%*	*32%*	*38%*	*34%*	*36%*	*35%*	*41%*	*38%*	*38%*
									f								
NET: Dissatisfied	**323**	173	56	90	298	190	308	143	101	68	220	98	3	73	115	311	28
	27%	*27%*	*26%*	*28%*	*28%*	*29%*	*28%*	*28%*	*28%*	*26%*	*28%*	*29%*	*55%*	*25%*	*28%*	*28%*	*28%*

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very Dissatisfied	**134**	100	98	20	3	107	131	110	133	103	130	-	74	126	27	15	88	31
	11%	*11%*	*13%*	*32%*	*17%*	*10%*	*11%*	*11%*	*11%*	*11%*	*11%*	*-%*	*11%*	*11%*	*16%*	*9%*	*10%*	*27%*
				c											**ab**			**ab**
Fairly Dissatisfied	**189**	142	123	8	4	175	181	157	184	140	183	-	114	184	22	21	146	22
	16%	*16%*	*17%*	*14%*	*24%*	*16%*	*16%*	*16%*	*16%*	*15%*	*16%*	*-%*	*16%*	*16%*	*14%*	*13%*	*16%*	*19%*
Neither Satisfied Nor Dissatisfied	**403**	308	261	23	6	367	388	339	389	322	397	4	253	376	65	68	306	27
	34%	*35%*	*35%*	*38%*	*35%*	*34%*	*34%*	*35%*	*33%*	*35%*	*34%*	*63%*	*36%*	*33%*	*40%*	*42%*	*34%*	*23%*
																c	c	
Fairly Satisfied	**309**	209	187	3	4	294	302	252	304	237	298	2	183	301	38	45	235	26
	26%	*24%*	*25%*	*5%*	*24%*	*27%*	*26%*	*26%*	*26%*	*26%*	*26%*	*37%*	*26%*	*26%*	*23%*	*28%*	*26%*	*22%*
						a												
Very Satisfied	**148**	121	66	3	-	145	147	114	147	115	145	-	73	145	12	13	128	7
	12%	*14%*	*9%*	*5%*	*-%*	*13%*	*13%*	*12%*	*13%*	*12%*	*13%*	*-%*	*10%*	*13%*	*7%*	*8%*	*14%*	*6%*
		b												c			c	
Don't Know (DO NOT READ OUT)	**9**	2	4	4	-	5	9	7	9	9	9	-	5	9	-	*	4	4
	1%	**%*	*1%*	*6%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*3%*
				c														b
NET: Satisfied	**457**	330	253	6	4	439	449	365	452	352	444	2	255	446	50	58	362	33
	38%	*37%*	*34%*	*10%*	*24%*	*40%*	*39%*	*37%*	*39%*	*38%*	*38%*	*37%*	*36%*	*39%*	*31%*	*36%*	*40%*	*28%*
						a								c			c	
NET: Dissatisfied	**323**	242	221	28	7	282	312	267	316	243	313	-	188	310	49	35	234	53
	27%	*27%*	*30%*	*46%*	*41%*	*26%*	*27%*	*27%*	*27%*	*26%*	*27%*	*-%*	*27%*	*27%*	*30%*	*22%*	*26%*	*45%*
				c														**ab**

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very Dissatisfied	**134**	10	12	113	95	39	124	10	67	25	42	93	10	16
	11%	*9%*	*18%*	*11%*	*13%* b	*8%*	*11%*	*9%*	*7%*	*37%* a	*19%* b	*10%*	*29%* b	*10%*
Fairly Dissatisfied	**189**	13	13	161	105	83	162	26	118	11	46	142	3	31
	16%	*13%*	*19%*	*16%*	*15%*	*18%*	*15%*	*24%* a	*13%*	*16%*	*21%* b	*15%*	*9%*	*19%*
Neither Satisfied Nor Dissatisfied	**403**	37	17	347	252	151	380	24	324	18	68	335	11	56
	34%	*37%*	*26%*	*34%*	*35%*	*32%*	*35%* b	*21%*	*35%*	*27%*	*31%*	*34%*	*31%*	*35%*
Fairly Satisfied	**309**	29	18	261	177	132	281	28	281	13	51	258	7	44
	26%	*28%*	*29%*	*26%*	*24%*	*28%*	*26%*	*25%*	*30%*	*18%*	*23%*	*27%*	*19%*	*27%*
Very Satisfied	**148**	11	4	133	88	60	125	23	141	2	12	136	4	13
	12%	*10%*	*7%*	*13%*	*12%*	*13%*	*12%*	*21%* a	*15%* b	*2%*	*5%*	*14%* a	*12%*	*8%*
Don't Know (DO NOT READ OUT)	**9**	2	*	6	6	3	9	-	7	-	*	9	-	*
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	**%*
NET: Satisfied	**457**	39	23	394	265	192	406	51	422	14	62	395	11	57
	38%	*39%*	*35%*	*39%*	*37%*	*41%*	*38%*	*46%*	*45%* b	*21%*	*29%*	*41%* a	*32%*	*35%*
NET: Dissatisfied	**323**	22	24	274	201	122	286	37	185	36	88	235	13	48
	27%	*22%*	*38%* a	*27%*	*28%*	*26%*	*26%*	*33%*	*20%*	*52%* a	*40%* b	*24%*	*38%*	*30%*

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

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very Dissatisfied	134	19	2	15	23	16	1	7	23	15	14	21
	11%	11%	37%	15%	14%	11%	2%	7%	9%	13%	11%	15%
Fairly Dissatisfied	189	29	1	24	16	28	3	21	46	10	17	25
	16%	17%	23%	24%	10%	20%	5%	21%	18%	8%	13%	18%
				b		b		a	a			a
Neither Satisfied Nor Dissatisfied	403	56	3	31	63	42	38	35	79	31	37	48
	34%	33%	40%	31%	39%	30%	69%	36%	32%	26%	28%	34%
							bc					
Fairly Satisfied	309	50	-	20	46	34	8	28	64	42	37	29
	26%	30%	-%	20%	28%	24%	15%	29%	26%	36%	29%	21%
										c		
Very Satisfied	148	14	-	8	14	20	5	6	34	18	26	17
	12%	8%	-%	8%	9%	14%	9%	7%	14%	16%	20%	12%
Don't Know (DO NOT READ OUT)	9	*	-	2	1	2	-	-	-	2	-	2
	1%	*%	-%	2%	*%	1%	-%	-%	-%	1%	-%	2%
NET: Satisfied	457	64	-	28	60	54	13	34	98	60	63	46
	38%	38%	-%	28%	37%	38%	24%	35%	40%	51%	48%	33%
									a	c	c	
NET: Dissatisfied	323	48	4	39	38	43	4	28	69	25	31	46
	27%	28%	60%	39%	24%	31%	7%	28%	28%	21%	24%	32%
				b				a	a			a

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

QRM3. SUMMARY. How would you rate the performance of Royal Mail as a recipient and sender in the following areas?
Base: All respondents who use Royal Mail

	Areas						
	Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Time of collection	Collection reliability	Latest collection time	Amount / level of lost mail	Price of postage
Significance Level: 95%	a	b	c	d	e	f	g
Unweighted total	1185	1185	1185	1185	1185	1185	1185
Weighted total	1192	1192	1192	1192	1192	1192	1192
Very Dissatisfied	51	28	36	11	57	38	134
	4%	*2%*	*3%*	*1%*	*5%*	*3%*	*11%*
	bd	d	d		**bcdf**	d	**abcdef**
Fairly Dissatisfied	89	59	56	27	72	61	189
	7%	*5%*	*5%*	*2%*	*6%*	*5%*	*16%*
	bcdf	d	d		d	d	**abcdef**
Neither Satisfied Nor Dissatisfied	210	168	128	100	172	132	403
	18%	*14%*	*11%*	*8%*	*14%*	*11%*	*34%*
	bcdef	**cdf**			**cdf**	d	**abcdef**
Fairly Satisfied	381	422	321	325	305	380	309
	32%	*35%*	*27%*	*27%*	*26%*	*32%*	*26%*
	cdeg	**cdeg**				**cdeg**	
Very Satisfied	446	493	412	464	440	525	148
	37%	*41%*	*35%*	*39%*	*37%*	*44%*	*12%*
	g	**aceg**	g	**cg**	g	**acdeg**	
Don't Know (DO NOT READ OUT)	16	22	240	266	145	58	9
	1%	*2%*	*20%*	*22%*	*12%*	*5%*	*1%*
		g	**abefg**	**abefg**	**abfg**	**abg**	
NET: Satisfied	826	915	732	788	745	904	457
	69%	*77%*	*61%*	*66%*	*63%*	*76%*	*38%*
	ceg	**acdeg**	g	**cg**	g	**acdeg**	
NET: Dissatisfied	141	87	92	37	129	98	323
	12%	*7%*	*8%*	*3%*	*11%*	*8%*	*27%*
	bcdf	d	d		**bcdf**	d	**abcdef**

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

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
No Problems	**971**	60	105	94	60	72	156	147	82	57	48	49	41	833
	81%	*84%*	*85%*	*72%*	*86%*	*84%*	*83%*	*81%*	*89%*	*68%*	*85%*	*82%*	*85%*	*81%*
		i	**ci**		**ci**	i	i		**ci**		**ci**	i	**ci**	i
Amount / level of lost mail	**91**	9	6	10	5	3	15	17	3	8	2	6	5	78
	8%	*13%*	*5%*	*8%*	*8%*	*4%*	*8%*	*10%*	*4%*	*10%*	*4%*	*10%*	*10%*	*8%*
		ehj										j		
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	-	3	12	1	4	5	13	2	7	1	1	1	47
	4%	*-%*	*3%*	*9%*	*2%*	*4%*	*3%*	*7%*	*2%*	*9%*	*2%*	*2%*	*2%*	*5%*
				ajkl				**ak**		**ajkl**				
Delivery time (when you receive your mail delivery)	**31**	*	2	*	1	3	5	8	3	5	2	1	1	27
	3%	**%*	*1%*	**%*	*2%*	*3%*	*3%*	*4%*	*4%*	*6%*	*4%*	*2%*	*2%*	*3%*
Lost or late delivery of sent mail	**23**	*	1	2	1	1	*	5	-	7	*	1	2	19
	2%	**%*	*1%*	*2%*	*2%*	*1%*	**%*	*3%*	*-%*	*9%*	*1%*	*2%*	*4%*	*2%*
										abefhjkm				
Wrong mail delivered / our mail delivered elsewhere	**17**	*	5	-	-	3	1	2	3	-	1	2	*	14
	1%	**%*	*4%*	*-%*	*-%*	*3%*	*1%*	*1%*	*3%*	*-%*	*2%*	*3%*	**%*	*1%*
			l											
Collection reliability	**14**	-	2	3	-	*	3	5	*	-	*	-	*	13
	1%	*-%*	*1%*	*2%*	*-%*	**%*	*1%*	*3%*	**%*	*-%*	*1%*	*-%*	*1%*	*1%*
								k						
Time of collection	**9**	-	-	3	-	-	2	2	-	1	*	-	-	9
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*
Wrong postage / shortfall on incoming mail - having to pay	**9**	*	2	-	1	-	3	3	-	-	*	*	*	8
	1%	**%*	*1%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*
Latest collection time	**9**	-	-	3	1	-	2	2	-	-	-	-	-	9
	1%	*-%*	*-%*	*2%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Damaged mail / goods	**8**	-	*	3	1	-	*	*	2	1	*	*	*	8
	1%	*-%*	**%*	*2%*	*2%*	*-%*	**%*	**%*	*2%*	*2%*	**%*	*1%*	**%*	*1%*
Trustworthiness of the provider	**8**	-	-	3	1	-	-	2	-	1	-	-	-	8
	1%	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Availability of a daily collection	**5**	-	-	-	-	-	2	2	-	-	-	-	-	5
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*

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

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

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Accessibility of the sorting office / opening hours	**3**	-	-	-	-	-	3	-	-	-	-	-	-	3
	***%**	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*
Recorded letters not being signed for	**3**	-	-	-	*	1	-	-	-	1	-	-	-	3
	***%**	-%	-%	-%	*%*	*1%*	-%	-%	-%	*1%*	-%	-%	-%	*%*
Problems with the Smart Stamp online system	**1**	-	-	-	*	-	-	-	-	1	-	-	-	1
	***%**	-%	-%	-%	*%*	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*
										m				
Account management (if applicable)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
Don't know / na	**2**	-	-	-	-	-	2	-	-	-	-	-	-	2
	***%**	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*
Other	**28**	2	2	9	-	1	3	5	-	4	1	1	1	26
	2%	*3%*	*2%*	*7%*	-%	*2%*	*1%*	*3%*	-%	*4%*	*3%*	*1%*	*1%*	*3%*
				dfhklm										
NET: Any problem	**218**	12	18	37	10	14	29	35	10	27	8	11	7	192
	18%	*16%*	*15%*	*28%*	*14%*	*16%*	*16%*	*19%*	*11%*	*32%*	*15%*	*18%*	*15%*	*19%*
				bdfhjl						**abdefhjkl**				
										m				

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

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
No Problems	**971**	105	73	11	69	265	39	380	936	22	7	6	36	443	529
	81%	*88%*	*71%*	*65%*	*79%*	*86%*	*66%*	*83%*	*82%*	*75%*	*79%*	*76%*	*76%*	*77%*	*85%*
		bf				**bf**		**bf**	e						a
Amount / level of lost mail	**91**	6	16	4	4	21	7	33	87	2	1	1	4	49	43
	8%	*5%*	*16%*	*27%*	*4%*	*7%*	*13%*	*7%*	*8%*	*8%*	*7%*	*11%*	*8%*	*8%*	*7%*
			adeg												
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	4	1	4	3	4	7	22	50	1	*	-	1	30	20
	4%	*3%*	*1%*	*24%*	*3%*	*1%*	*11%*	*5%*	*4%*	*2%*	*3%*	*-%*	*2%*	*5%*	*3%*
							abeg	**be**							
Delivery time (when you receive your mail delivery)	**31**	2	2	3	2	3	6	15	30	1	*	*	1	17	14
	3%	*1%*	*2%*	*17%*	*2%*	*1%*	*10%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*
							abdeg								
Lost or late delivery of sent mail	**23**	1	4	-	-	7	2	8	22	1	-	*	1	8	15
	2%	*1%*	*4%*	*-%*	*-%*	*2%*	*4%*	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	*1%*	*2%*
			d												
Wrong mail delivered / our mail delivered elsewhere	**17**	*	2	1	2	5	2	4	15	1	*	*	2	9	7
	1%	**%*	*2%*	*7%*	*2%*	*2%*	*4%*	*1%*	*1%*	*4%*	*2%*	*2%*	*3%*	*2%*	*1%*
							g			a			a		
Collection reliability	**14**	*	-	3	3	-	3	5	13	1	-	*	1	11	3
	1%	**%*	*-%*	*17%*	*3%*	*-%*	*4%*	*1%*	*1%*	*2%*	*-%*	*4%*	*2%*	*2%*	**%*
					be		**abe**							b	
Time of collection	**9**	-	-	-	3	-	2	4	9	-	-	-	-	6	4
	1%	*-%*	*-%*	*-%*	*3%*	*-%*	*4%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*
					e		**abeg**								
Wrong postage / shortfall on incoming mail - having to pay	**9**	-	2	-	3	-	2	2	8	*	*	*	1	6	3
	1%	*-%*	*2%*	*-%*	*3%*	*-%*	*3%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*
			eg		**aeg**		**eg**								
Latest collection time	**9**	-	-	-	3	-	4	2	9	-	-	-	-	6	2
	1%	*-%*	*-%*	*-%*	*3%*	*-%*	*6%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*
					eg		**abeg**								
Damaged mail / goods	**8**	*	*	-	-	3	3	2	7	*	*	*	1	4	4
	1%	**%*	**%*	*-%*	*-%*	*1%*	*5%*	**%*	*1%*	*1%*	*3%*	*3%*	*2%*	*1%*	*1%*
							abdg				a	a	a		
Trustworthiness of the provider	**8**	1	-	-	3	-	2	-	8	-	-	-	-	4	4
	1%	*1%*	*-%*	*-%*	*3%*	*-%*	*4%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*
		g			**eg**		**beg**								

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1185**	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	**1192**	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Availability of a daily collection	**5**	-	-	-	-	-	2	2	5	-	-	-	-	2	2
	***%**	-%	-%	-%	-%	-%	*4%*	*1%*	*%*	-%	-%	-%	-%	*%*	*%*
							abeg								
Accessibility of the sorting office / opening hours	**3**	-	-	-	3	-	-	-	3	-	-	-	-	-	3
	***%**	-%	-%	-%	*3%*	-%	-%	-%	*%*	-%	-%	-%	-%	-%	*%*
					eg										
Recorded letters not being signed for	**3**	-	-	-	1	-	-	*	2	*	-	-	*	2	*
	***%**	-%	-%	-%	*1%*	-%	-%	*%*	*%*	*1%*	-%	-%	*%*	*%*	*%*
					g										
Problems with the Smart Stamp online system	**1**	1	-	-	-	*	-	-	1	-	*	-	*	*	1
	***%**	*1%*	-%	-%	-%	*%*	-%	-%	*%*	-%	*2%*	-%	*%*	*%*	*%*
		g									a				
Account management (if applicable)	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	*%*	-%	*%*
Don't know / na	**2**	-	-	-	-	-	2	-	2	-	-	-	-	2	-
	***%**	-%	-%	-%	-%	-%	*4%*	-%	*%*	-%	-%	-%	-%	*%*	-%
							abeg								
Other	**28**	3	4	*	-	3	3	11	27	1	-	*	1	22	6
	2%	*2%*	*4%*	*1%*	-%	*1%*	*5%*	*2%*	*2%*	*4%*	-%	*2%*	*3%*	*4%*	*1%*
							de							b	
NET: Any problem	**218**	15	30	6	19	42	18	79	207	7	2	2	11	126	92
	18%	*12%*	*29%*	*35%*	*21%*	*14%*	*30%*	*17%*	*18%*	*25%*	*21%*	*24%*	*24%*	*22%*	*15%*
			aeg				**aeg**			a			a	b	

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

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1185	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	1192	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
No Problems	971	459	40	47	3	809	162	305	504	162	612	159	102	48	22	13	2
	81%	79%	69%	79%	59%	85%	69%	90%	81%	69%	86%	75%	72%	82%	63%	80%	84%
		b				b		bc	c		bce			e			
Amount / level of lost mail	91	52	6	6	1	64	28	11	53	28	37	24	16	5	6	2	-
	8%	9%	10%	10%	15%	7%	12%	3%	9%	12%	5%	11%	12%	9%	17%	12%	-%
							a		a	a		a	a		a		
Delivery consistency / reliability (e.g. arrives as promised consistently)	50	33	5	3	*	40	10	9	31	10	24	11	11	2	2	-	*
	4%	6%	8%	5%	6%	4%	4%	3%	5%	4%	3%	5%	8%	4%	5%	-%	16%
													a				
Delivery time (when you receive your mail delivery)	31	18	5	*	*	21	10	8	13	10	14	7	7	*	2	1	-
	3%	3%	9%	*%	7%	2%	4%	2%	2%	4%	2%	3%	5%	*%	6%	5%	-%
			ac										ad		ad	d	
Lost or late delivery of sent mail	23	13	*	*	*	14	8	*	14	8	10	4	4	2	*	*	*
	2%	2%	1%	*%	8%	1%	4%	*%	2%	4%	1%	2%	3%	3%	1%	1%	16%
							a		a	a							
Wrong mail delivered / our mail delivered elsewhere	17	9	*	3	*	10	7	3	7	7	10	2	3	-	2	*	-
	1%	2%	*%	4%	3%	1%	3%	1%	1%	3%	1%	1%	2%	-%	6%	1%	-%
							a								abd		
Collection reliability	14	8	-	*	*	10	3	2	9	3	3	2	8	-	-	1	-
	1%	1%	-%	*%	3%	1%	1%	*%	1%	1%	*%	1%	6%	-%	-%	3%	-%
													abd			a	
Time of collection	9	6	-	-	-	6	3	1	5	3	1	*	7	-	-	-	-
	1%	1%	-%	-%	-%	1%	1%	*%	1%	1%	*%	*%	5%	-%	-%	-%	-%
													abd				
Wrong postage / shortfall on incoming mail - having to pay	9	7	2	*	-	6	3	-	6	3	4	-	3	*	1	*	-
	1%	1%	3%	*%	-%	1%	1%	-%	1%	1%	1%	-%	2%	*%	4%	1%	-%
													b		ab		
Latest collection time	9	6	-	-	-	6	2	-	6	2	-	-	7	-	1	-	-
	1%	1%	-%	-%	-%	1%	1%	-%	1%	1%	-%	-%	5%	-%	4%	-%	-%
													abd		ab		
Damaged mail / goods	8	4	2	*	*	5	4	1	3	4	3	4	*	*	*	-	-
	1%	1%	3%	*%	2%	*%	2%	*%	1%	2%	*%	2%	*%	*%	1%	-%	-%
Trustworthiness of the provider	8	4	-	-	-	4	4	-	4	4	1	1	5	-	-	-	-
	1%	1%	-%	-%	-%	*%	2%	-%	1%	2%	*%	1%	4%	-%	-%	-%	-%
							a			a			ab				

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

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

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1185**	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	**1192**	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Availability of a daily collection	**5**	5	-	-	-	2	2	-	2	2	-	-	5	-	-	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
													ab				
Accessibility of the sorting office / opening hours	**3**	3	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
								b									
Recorded letters not being signed for	**3**	1	-	-	-	2	*	-	2	*	1	1	-	-	*	-	-
	***%**	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*
Problems with the Smart Stamp online system	**1**	-	-	-	*	1	*	1	-	*	1	-	-	-	-	*	-
	***%**	*-%*	*-%*	*-%*	*3%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Account management (if applicable)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Don't know / na	**2**	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
							a			b					**abcd**		
Other	**28**	15	3	*	1	12	16	5	7	16	12	7	5	2	1	-	-
	2%	*3%*	*5%*	**%*	*12%*	*1%*	*7%*	*2%*	*1%*	*7%*	*2%*	*3%*	*4%*	*3%*	*2%*	*-%*	*-%*
							a			**ab**							
NET: Any problem	**218**	117	18	12	2	147	71	32	115	71	97	53	40	11	10	3	*
	18%	*20%*	*31%*	*21%*	*41%*	*15%*	*30%*	*10%*	*19%*	*30%*	*14%*	*25%*	*28%*	*18%*	*30%*	*20%*	*16%*
			a				a		a	**ab**		a	a		a		

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

Ofcom; Business Postal Tracker
Table 67 (continuation)

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
No Problems	971	391	39	20	13	20	898	73	865	106	764	208	-
	81%	80%	63%	54%	54%	84%	82%	74%	83%	73%	84%	73%	-%
		bc							b		b		
Amount / level of lost mail	91	40	11	6	5	3	87	5	79	13	56	35	-
	8%	8%	18%	16%	20%	12%	8%	5%	8%	9%	6%	12%	-%
			a									a	
Delivery consistency / reliability (e.g. arrives as promised consistently)	50	23	5	5	-	*	45	5	44	7	34	17	-
	4%	5%	8%	15%	-%	2%	4%	5%	4%	5%	4%	6%	-%
				a									
Delivery time (when you receive your mail delivery)	31	16	2	3	1	*	29	2	27	4	21	10	-
	3%	3%	3%	7%	5%	2%	3%	2%	3%	3%	2%	4%	-%
Lost or late delivery of sent mail	23	7	1	1	5	*	21	1	21	1	20	3	-
	2%	1%	2%	3%	21%	2%	2%	1%	2%	1%	2%	1%	-%
Wrong mail delivered / our mail delivered elsewhere	17	9	-	2	-	-	14	3	13	3	12	5	-
	1%	2%	-%	4%	-%	-%	1%	3%	1%	2%	1%	2%	-%
Collection reliability	14	7	-	2	-	-	14	-	14	-	11	3	-
	1%	1%	-%	6%	-%	-%	1%	-%	1%	-%	1%	1%	-%
				a									
Time of collection	9	3	-	2	-	-	9	-	9	-	8	1	-
	1%	1%	-%	6%	-%	-%	1%	-%	1%	-%	1%	*%	-%
				a									
Wrong postage / shortfall on incoming mail - having to pay	9	4	-	3	-	-	7	2	5	4	5	4	-
	1%	1%	-%	7%	-%	-%	1%	2%	*%	3%	1%	1%	-%
				ab						a			
Latest collection time	9	4	-	2	-	-	9	-	9	-	9	-	-
	1%	1%	-%	6%	-%	-%	1%	-%	1%	-%	1%	-%	-%
				a									
Damaged mail / goods	8	4	1	*	2	-	8	-	7	1	3	6	-
	1%	1%	2%	1%	7%	-%	1%	-%	1%	1%	*%	2%	-%
												a	
Trustworthiness of the provider	8	3	1	2	-	-	6	1	6	1	6	1	-
	1%	1%	2%	6%	-%	-%	1%	1%	1%	1%	1%	*%	-%
				a									
Availability of a daily collection	5	-	-	2	-	-	5	-	5	-	5	-	-
	*%	-%	-%	6%	-%	-%	*%	-%	*%	-%	1%	-%	-%
				a									

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Accessibility of the sorting office / opening hours	3	-	-	-	-	-	3	-	3	-	3	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Recorded letters not being signed for	3	*	-	-	-	-	3	-	3	-	2	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
Problems with the Smart Stamp online system	1	-	1	-	-	-	*	1	*	1	-	1	-
	*%	-%	2%	-%	-%	-%	*%	1%	*%	1%	-%	*%	-%
			a					a		a		a	
Account management (if applicable)	*	-	*	-	-	-	*	-	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Don't know / na	2	-	-	-	-	-	2	-	2	-	2	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Other	28	12	6	5	-	-	21	7	20	8	16	12	-
	2%	2%	10%	13%	-%	-%	2%	7%	2%	5%	2%	4%	-%
			a	a				a		a		a	
NET: Any problem	218	99	23	17	11	4	192	26	179	40	140	78	-
	18%	20%	37%	46%	46%	16%	18%	26%	17%	27%	15%	27%	-%
			a	a				a		a		a	

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

Ofcom; Business Postal Tracker
Table 67 (continuation)

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
No Problems	**971**	549	173	239	872	514	897	395	278	188	629	257	3	220	308	908	63
	81%	*86%*	*80%*	*74%*	*81%*	*77%*	*81%*	*76%*	*77%*	*71%*	*80%*	*75%*	*50%*	*77%*	*75%*	*81%*	*63%*
		bc			**df**		**df**				f				c	**ac**	
Amount / level of lost mail	**91**	35	14	43	82	71	89	54	34	36	68	44	-	21	55	90	17
	8%	*5%*	*6%*	*13%*	*8%*	*11%*	*8%*	*10%*	*9%*	*14%*	*9%*	*13%*	*-%*	*7%*	*13%*	*8%*	*17%*
				ab		a				**acg**		c			b		b
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	18	15	17	49	34	49	25	15	12	27	19	3	12	30	49	12
	4%	*3%*	*7%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*	*3%*	*6%*	*47%*	*4%*	*7%*	*4%*	*12%*
			a												b		b
Delivery time (when you receive your mail delivery)	**31**	10	7	14	30	22	30	14	11	6	22	8	-	13	17	30	6
	3%	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*-%*	*5%*	*4%*	*3%*	*6%*
				a													b
Lost or late delivery of sent mail	**23**	7	5	10	21	14	21	13	12	8	14	8	-	7	10	23	3
	2%	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*3%*
				a													
Wrong mail delivered / our mail delivered elsewhere	**17**	6	4	3	14	11	16	7	4	4	12	3	-	7	7	16	2
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*3%*	*2%*	*1%*	*2%*
Collection reliability	**14**	6	2	6	14	12	14	9	6	1	10	3	-	6	8	14	6
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**%*	*1%*	*1%*	*-%*	*2%*	*2%*	*1%*	*6%*
																	ab
Time of collection	**9**	4	-	5	9	9	9	5	3	*	6	3	-	3	6	9	6
	1%	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*6%*
																	ab
Wrong postage / shortfall on incoming mail - having to pay	**9**	6	3	*	9	6	9	6	2	3	7	2	*	4	2	9	*
	1%	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*3%*	*1%*	**%*	*1%*	**%*
			c														
Latest collection time	**9**	4	-	5	9	9	9	6	4	-	6	2	-	4	5	9	5
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*5%*
																	ab
Damaged mail / goods	**8**	3	2	3	7	4	7	7	3	4	6	4	-	3	3	8	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*
Trustworthiness of the provider	**8**	5	-	2	8	8	8	6	3	1	5	4	-	3	5	8	3
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%*
																	b

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

Produced by OLR
OFC1885
Issue date: 18/01/16

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

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1185**	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	**1192**	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Availability of a daily collection	**5**	-	-	5	5	5	5	2	-	-	2	2	-	-	2	5	2
	%	-%	-%	*1%*	*%*	*1%*	*%*	*%*	-%	-%	*%*	*1%*	-%	-%	*1%*	*%*	*2%*
				a													b
Accessibility of the sorting office / opening hours	**3**	3	-	-	3	-	3	-	3	-	3	-	-	-	-	3	-
	%	*%*	-%	-%	*%*	-%	*%*	-%	*1%*	-%	*%*	-%	-%	-%	-%	*%*	-%
									bd								
Recorded letters not being signed for	**3**	2	-	*	3	1	3	*	*	-	3	-	-	*	1	3	-
	%	*%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	*%*	*%*	-%
Problems with the Smart Stamp online system	**1**	1	-	*	1	1	1	1	1	1	1	1	-	-	*	1	*
	%	*%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	-%	-%	*%*	*%*	*%*
Account management (if applicable)	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	%	*%*	-%	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	*%*	-%
Don't know / na	**2**	-	2	-	2	2	2	-	-	2	2	-	-	-	-	2	2
	%	-%	*1%*	-%	*%*	*%*	*%*	-%	-%	*1%*	*%*	-%	-%	-%	-%	*%*	*2%*
			a							d							**ab**
Other	**28**	14	2	12	26	17	26	14	10	11	15	11	-	12	5	28	1
	2%	*2%*	*1%*	*4%*	*2%*	*2%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	-%	*4%*	*1%*	*3%*	*1%*
										g							
NET: Any problem	**218**	89	41	84	202	149	210	123	83	73	154	85	3	66	105	215	35
	18%	*14%*	*19%*	*26%*	*19%*	*22%*	*19%*	*24%*	*23%*	*28%*	*20%*	*25%*	*50%*	*23%*	*25%*	*19%*	*35%*
				a				**ac**		**acg**					b		**ab**

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

Ofcom; Business Postal Tracker
Table 67 (continuation)

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
No Problems	**971**	716	601	49	11	897	942	780	950	741	943	6	552	932	130	119	759	87
	81%	*81%*	*81%*	*79%*	*64%*	*82%*	*81%*	*80%*	*81%*	*80%*	*81%*	*100%*	*79%*	*82%*	*79%*	*74%*	*84%* ac	*74%*
Amount / level of lost mail	**91**	69	49	4	2	81	88	83	89	78	90	-	69	89	13	23	56	12
	8%	*8%*	*7%*	*7%*	*11%*	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*-%*	*10%*	*8%*	*8%*	*14%* b	*6%*	*10%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	35	35	3	4	44	49	45	49	34	49	-	30	49	7	8	29	13
	4%	*4%*	*5%*	*5%*	*24%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*4%*	*5%*	*3%*	*11%* b
Delivery time (when you receive your mail delivery)	**31**	22	22	*	-	29	31	28	31	22	31	-	25	31	5	5	16	10
	3%	*2%*	*3%*	*1%*	*-%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*-%*	*4%*	*3%*	*3%*	*3%*	*2%*	*9%* ab
Lost or late delivery of sent mail	**23**	17	17	*	*	21	22	21	23	20	23	-	16	22	5	4	17	2
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Wrong mail delivered / our mail delivered elsewhere	**17**	13	12	4	-	13	16	14	16	13	17	-	9	15	3	*	16	1
	1%	*2%*	*2%*	*7%* c	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*%*	*2%*	*1%*
Collection reliability	**14**	8	11	-	-	14	14	14	14	9	14	-	11	14	6	2	9	3
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*3%* b	*1%*	*1%*	*2%*
Time of collection	**9**	7	6	-	-	9	9	9	9	7	9	-	7	9	3	2	3	4
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*%*	*3%* b
Wrong postage / shortfall on incoming mail - having to pay	**9**	7	5	*	-	9	9	9	9	9	9	-	4	9	1	*	8	1
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*
Latest collection time	**9**	6	6	-	-	9	9	9	9	6	9	-	6	9	3	2	3	4
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*%*	*3%* b
Damaged mail / goods	**8**	8	6	4	*	5	8	8	8	8	8	-	6	8	*	*	8	-
	1%	*1%*	*1%*	*6%* c	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*%*	*1%*	*-%*
Trustworthiness of the provider	**8**	6	4	-	-	6	8	8	8	5	8	-	5	8	3	4	4	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*2%* b	*%*	*-%*

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

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

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1185**	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	**1192**	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Availability of a daily collection	**5**	2	2	-	-	5	5	5	5	2	5	-	2	5	-	2	-	2
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*1%* b	-%	*2%* b
Accessibility of the sorting office / opening hours	**3**	3	-	-	-	3	3	3	3	-	3	-	-	3	-	-	3	-
	***%**	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
Recorded letters not being signed for	**3**	3	1	-	-	3	3	3	3	1	3	-	1	3	-	*	2	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%
Problems with the Smart Stamp online system	**1**	*	1	*	-	1	1	1	1	1	1	-	*	1	*	1	-	-
	***%**	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*1%* b	-%	-%
Account management (if applicable)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	-	*
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%
Don't know / na	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*1%* b	*1%* b	-%	-%
Other	**28**	17	18	1	-	25	28	22	28	22	28	-	12	21	2	8	18	2
	2%	*2%*	*2%*	*2%*	-%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-%	*2%*	*2%*	*1%*	*5%* b	*2%*	*2%*
NET: Any problem	**218**	165	135	13	6	194	213	197	214	182	217	-	147	207	32	40	148	30
	18%	*19%*	*18%*	*21%*	*36%*	*18%*	*18%*	*20%*	*18%*	*20%*	*19%*	-%	*21%*	*18%*	*19%*	*25%* b	*16%*	*26%* b

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
No Problems	**971**	72	38	856	582	389	866	106	824	23	-	971	21	118
	81%	*72%*	*58%*	*84%*	*80%*	*83%*	*80%*	*95%*	*88%*	*33%*	*-%*	*100%*	*63%*	*73%*
				ab				a	b			a		
Amount / level of lost mail	**91**	7	8	77	52	39	91	1	52	15	91	-	4	26
	8%	*7%*	*13%*	*7%*	*7%*	*8%*	*8%*	**%*	*6%*	*22%*	*42%*	*-%*	*11%*	*16%*
							b			a	b			
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	5	5	40	42	9	48	2	21	20	50	-	5	6
	4%	*5%*	*8%*	*4%*	*6%*	*2%*	*4%*	*2%*	*2%*	*29%*	*23%*	*-%*	*14%*	*3%*
					b					a	b		b	
Delivery time (when you receive your mail delivery)	**31**	3	4	24	29	2	31	-	5	19	31	-	1	8
	3%	*3%*	*7%*	*2%*	*4%*	**%*	*3%*	*-%*	*1%*	*28%*	*14%*	*-%*	*4%*	*5%*
			c		b					a	b			
Lost or late delivery of sent mail	**23**	6	5	12	12	11	19	4	19	*	23	-	-	2
	2%	*6%*	*7%*	*1%*	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*10%*	*-%*	*-%*	*1%*
		c	c								b			
Wrong mail delivered / our mail delivered elsewhere	**17**	3	4	10	12	5	17	-	8	4	17	-	1	*
	1%	*3%*	*7%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*6%*	*8%*	*-%*	*4%*	**%*
			c							a	b		b	
Collection reliability	**14**	2	3	9	13	*	14	-	3	10	14	-	-	3
	1%	*2%*	*4%*	*1%*	*2%*	**%*	*1%*	*-%*	**%*	*14%*	*6%*	*-%*	*-%*	*2%*
			c		b					a	b			
Time of collection	**9**	*	2	6	9	-	9	-	-	9	9	-	-	1
	1%	**%*	*4%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*13%*	*4%*	*-%*	*-%*	*1%*
			c		b					a	b			
Wrong postage / shortfall on incoming mail - having to pay	**9**	3	2	4	6	3	9	-	3	-	9	-	2	2
	1%	*3%*	*4%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*4%*	*-%*	*7%*	*1%*
		c	c								b		b	
Latest collection time	**9**	1	2	5	9	-	9	-	-	7	9	-	-	-
	1%	*1%*	*4%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*11%*	*4%*	*-%*	*-%*	*-%*
			c		b					a	b			
Damaged mail / goods	**8**	2	1	5	8	*	8	-	2	*	8	-	2	1
	1%	*2%*	*2%*	*1%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*4%*	*-%*	*5%*	*1%*
					b						b			
Trustworthiness of the provider	**8**	-	4	4	8	-	8	-	1	6	8	-	1	-
	1%	*-%*	*6%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	*9%*	*3%*	*-%*	*4%*	*-%*
			ac		b					a	b		b	

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

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

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Availability of a daily collection	**5**	-	2	2	5	-	5	-	-	5	5	-	-	-
	***%**	-%	*4%* c	*%*	*1%*	-%	*%*	-%	-%	*7%* a	*2%* b	-%	-%	-%
Accessibility of the sorting office / opening hours	**3**	-	-	3	-	3	3	-	3	-	3	-	-	-
	***%**	-%	-%	*%*	-%	*1%* a	*%*	-%	*%*	-%	*1%* b	-%	-%	-%
Recorded letters not being signed for	**3**	-	-	3	1	1	3	-	1	-	3	-	-	*
	***%**	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	-%	*1%* b	-%	-%	*%*
Problems with the Smart Stamp online system	**1**	-	*	1	*	1	1	-	1	-	1	-	*	-
	***%**	-%	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	*1%* b	-%	*1%*	-%
Account management (if applicable)	*	-	-	*	*	-	*	-	*	-	*	-	-	-
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%	*%*	-%	-%	-%
Don't know / na	**2**	-	-	2	2	-	2	-	-	-	-	2	-	-
	***%**	-%	-%	*%*	*%*	-%	*%*	-%	-%	-%	-%	*%*	-%	-%
Other	**28**	3	7	17	19	9	28	-	13	8	28	-	*	9
	2%	*3%*	*11%* c	*2%*	*3%*	*2%*	*3%*	-%	*1%*	*11%* a	*13%* b	-%	*1%*	*6%*
NET: Any problem	**218**	28	27	163	140	78	213	6	114	46	218	-	13	43
	18%	*28%* c	*42%* c	*16%*	*19%*	*17%*	*20%* b	*5%*	*12%*	*67%* a	*100%* b	-%	*37%*	*27%*

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

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

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1185**	175	4	109	168	122	57	95	243	142	110	139
Weighted total	**1192**	168	6	100	162	140	55	97	246	118	131	143
No Problems	**971**	120	4	80	139	123	48	83	199	85	99	115
	81%	*71%*	*63%*	*81%*	*86%*	*88%*	*87%*	*85%*	*81%*	*72%*	*76%*	*81%*
Amount / level of lost mail	**91**	29	-	6	11	6	6	6	17	16	8	16
	8%	*17%*	*-%*	*6%*	*7%*	*4%*	*10%*	*6%*	*7%*	*13%*	*6%*	*11%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	8	-	5	6	6	-	*	15	6	5	7
	4%	*5%*	*-%*	*5%*	*4%*	*4%*	*-%*	*%*	*6%*	*5%*	*4%*	*5%*
									b			
Delivery time (when you receive your mail delivery)	**31**	9	-	*	2	2	-	1	13	5	2	5
	3%	*5%*	*-%*	*%*	*1%*	*2%*	*-%*	*1%*	*5%*	*5%*	*1%*	*4%*
									b			
Lost or late delivery of sent mail	**23**	2	-	*	3	5	-	-	6	4	4	*
	2%	*1%*	*-%*	*%*	*2%*	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	*%*
										c		
Wrong mail delivered / our mail delivered elsewhere	**17**	2	-	2	*	*	-	*	3	2	3	5
	1%	*1%*	*-%*	*2%*	*%*	*%*	*-%*	*%*	*1%*	*2%*	*2%*	*3%*
Collection reliability	**14**	3	-	*	-	3	-	3	4	1	*	2
	1%	*2%*	*-%*	*%*	*-%*	*2%*	*-%*	*3%*	*2%*	*1%*	*%*	*2%*
Time of collection	**9**	1	-	-	-	2	-	3	1	*	-	2
	1%	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*%*	*%*	*-%*	*2%*
Wrong postage / shortfall on incoming mail - having to pay	**9**	2	2	-	-	3	*	2	3	1	1	-
	1%	*1%*	*37%*	*-%*	*-%*	*2%*	*%*	*2%*	*1%*	*1%*	*%*	*-%*
Latest collection time	**9**	-	-	-	-	2	-	3	-	1	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*1%*	*-%*	*2%*
								c				
Damaged mail / goods	**8**	3	-	*	-	-	-	3	2	2	1	*
	1%	*2%*	*-%*	*%*	*-%*	*-%*	*-%*	*3%*	*1%*	*2%*	*1%*	*%*
Trustworthiness of the provider	**8**	1	-	-	1	-	-	3	1	-	-	2
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*	*%*	*-%*	*-%*	*2%*
Availability of a daily collection	**5**	-	-	-	-	2	-	-	-	-	-	2
	%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
Accessibility of the sorting office / opening hours	**3**	-	-	-	-	-	-	-	3	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*

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

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

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1185**	175	4	109	168	122	57	95	243	142	110	139
Weighted total	**1192**	168	6	100	162	140	55	97	246	118	131	143
Recorded letters not being signed for	**3**	*	-	*	1	-	-	-	1	-	-	-
	***%**	*%	-%	*%	*1%*	-%	-%	-%	*%	-%	-%	-%
Problems with the Smart Stamp online system	**1**	-	-	-	*	-	-	-	-	-	-	1
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*1%*
Account management (if applicable)	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know / na	**2**	-	-	-	-	-	-	-	-	2	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%
Other	**28**	7	-	5	1	-	3	-	2	4	11	2
	2%	*4%*	-%	*5%*	*1%*	-%	*5%*	-%	*1%*	*4%*	*8%*	*2%*
				bc			**bc**				c	
NET: Any problem	**218**	48	2	19	22	17	7	14	48	31	32	28
	18%	*29%*	*37%*	*19%*	*14%*	*12%*	*13%*	*15%*	*19%*	*26%*	*24%*	*19%*

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

Ofcom; Business Postal Tracker

Table 68

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l	m
Unweighted total	224	12	16	16	12	18	24	16	9	25	24	30	22	148
Weighted total	221	12	18	37	10	14	32	35	10	27	8	11	7	194
Amount / level of lost mail	91	9	6	10	5	3	15	17	3	8	2	6	5	78
	41%	80%	35%	27%	56%	22%	48%	50%	33%	30%	29%	58%	63%	40%
Delivery consistency / reliability (e.g. arrives as promised consistently)	50	-	3	12	1	4	5	13	2	7	1	1	1	47
	23%	-%	17%	33%	13%	26%	16%	36%	19%	28%	16%	9%	12%	24%
Delivery time (when you receive your mail delivery)	31	*	2	*	1	3	5	8	3	5	2	1	1	27
	14%	2%	9%	*%	14%	20%	16%	22%	33%	18%	26%	9%	13%	14%
Lost or late delivery of sent mail	23	*	1	2	1	1	*	5	-	7	*	1	2	19
	10%	2%	8%	6%	13%	9%	1%	14%	-%	28%	6%	10%	25%	10%
Wrong mail delivered / our mail delivered elsewhere	17	*	5	-	-	3	1	2	3	-	1	2	*	14
	8%	2%	26%	-%	-%	19%	4%	7%	31%	-%	11%	16%	1%	7%
Collection reliability	14	-	2	3	-	*	3	5	*	-	*	-	*	13
	6%	-%	9%	7%	-%	3%	9%	14%	2%	-%	5%	-%	6%	7%
Time of collection	9	-	-	3	-	-	2	2	-	1	*	-	-	9
	4%	-%	-%	7%	-%	-%	8%	7%	-%	5%	5%	-%	-%	4%
Wrong postage / shortfall on incoming mail - having to pay	9	*	2	-	1	-	3	3	-	-	*	*	*	8
	4%	2%	9%	-%	13%	-%	8%	8%	-%	-%	5%	1%	1%	4%
Latest collection time	9	-	-	3	1	-	2	2	-	-	-	-	-	9
	4%	-%	-%	7%	13%	-%	8%	7%	-%	-%	-%	-%	-%	4%
Damaged mail / goods	8	-	*	3	1	-	*	*	2	1	*	*	*	8
	4%	-%	1%	7%	13%	-%	1%	1%	17%	6%	1%	4%	1%	4%
Trustworthiness of the provider	8	-	-	3	1	-	-	2	-	1	-	-	-	8
	3%	-%	-%	7%	13%	-%	-%	7%	-%	5%	-%	-%	-%	4%
Availability of a daily collection	5	-	-	-	-	-	2	2	-	-	-	-	-	5
	2%	-%	-%	-%	-%	-%	8%	7%	-%	-%	-%	-%	-%	2%
Accessibility of the sorting office / opening hours	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	1%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	1%
Recorded letters not being signed for	3	-	-	-	*	1	-	-	-	1	-	-	-	3
	1%	-%	-%	-%	2%	9%	-%	-%	-%	5%	-%	-%	-%	1%
Problems with the Smart Stamp online system	1	-	-	-	*	-	-	-	-	1	-	-	-	1
	1%	-%	-%	-%	2%	-%	-%	-%	-%	5%	-%	-%	-%	1%

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

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OFC1885
Issue date: 18/01/16

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l	m
Unweighted total	**224**	12	16	16	12	18	24	16	9	25	24	30	22	148
Weighted total	**221**	12	18	37	10	14	32	35	10	27	8	11	7	194
Account management (if applicable)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	-	-	-	-	-	2	-	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	*7%*	-%	-%	-%	-%	-%	-%	*1%*
Other	**28**	2	2	9	-	1	3	5	-	4	1	1	1	26
	13%	*15%*	*11%*	*25%*	-%	*11%*	*8%*	*13%*	-%	*14%*	*17%*	*5%*	*7%*	*13%*
NET: Any problem	**218**	12	18	37	10	14	29	35	10	27	8	11	7	192
	99%	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*99%*

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	224	16	27	4	20	46	19	86	158	43	12	11	66	110	114
Weighted total	221	15	30	6	19	42	20	79	209	7	2	2	11	129	92
Amount / level of lost mail	91	6	16	4	4	21	7	33	87	2	1	1	4	49	43
	41%	41%	54%	76%	19%	50%	37%	42%	42%	32%	35%	47%	36%	38%	47%
Delivery consistency / reliability (e.g. arrives as promised consistently)	50	4	1	4	3	4	7	22	50	1	*	-	1	30	20
	23%	25%	2%	68%	16%	10%	33%	28%	24%	8%	17%	-%	8%	23%	22%
								e	be						
Delivery time (when you receive your mail delivery)	31	2	2	3	2	3	6	15	30	1	*	*	1	17	14
	14%	11%	6%	47%	8%	7%	29%	18%	14%	12%	15%	9%	12%	13%	15%
Lost or late delivery of sent mail	23	1	4	-	-	7	2	8	22	1	-	*	1	8	15
	10%	8%	15%	-%	-%	16%	11%	10%	10%	7%	-%	9%	6%	6%	16%
															a
Wrong mail delivered / our mail delivered elsewhere	17	*	2	1	2	5	2	4	15	1	*	*	2	9	7
	8%	3%	6%	21%	11%	12%	12%	5%	7%	17%	9%	9%	14%	7%	8%
Collection reliability	14	*	-	3	3	-	3	5	13	1	-	*	1	11	3
	6%	1%	-%	47%	16%	-%	13%	6%	6%	7%	-%	17%	8%	8%	3%
Time of collection	9	-	-	-	3	-	2	4	9	-	-	-	-	6	4
	4%	-%	-%	-%	14%	-%	12%	5%	4%	-%	-%	-%	-%	4%	4%
Wrong postage / shortfall on incoming mail - having to pay	9	-	2	-	3	-	2	2	8	*	*	*	1	6	3
	4%	-%	8%	-%	15%	-%	9%	2%	4%	4%	5%	9%	5%	5%	3%
Latest collection time	9	-	-	-	3	-	4	2	9	-	-	-	-	6	2
	4%	-%	-%	-%	14%	-%	18%	3%	4%	-%	-%	-%	-%	5%	3%
Damaged mail / goods	8	*	*	-	-	3	3	2	7	*	*	*	1	4	4
	4%	1%	1%	-%	-%	8%	13%	2%	3%	6%	15%	14%	9%	3%	4%
Trustworthiness of the provider	8	1	-	-	3	-	2	-	8	-	-	-	-	4	4
	3%	8%	-%	-%	14%	-%	12%	-%	4%	-%	-%	-%	-%	3%	4%
Availability of a daily collection	5	-	-	-	-	-	2	2	5	-	-	-	-	2	2
	2%	-%	-%	-%	-%	-%	12%	3%	2%	-%	-%	-%	-%	2%	3%
Accessibility of the sorting office / opening hours	3	-	-	-	3	-	-	-	3	-	-	-	-	-	3
	1%	-%	-%	-%	14%	-%	-%	-%	1%	-%	-%	-%	-%	-%	3%
Recorded letters not being signed for	3	-	-	-	1	-	-	*	2	*	-	-	*	2	*
	1%	-%	-%	-%	6%	-%	-%	*%	1%	2%	-%	-%	2%	2%	*%

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**224**	16	27	4	20	46	19	86	158	43	12	11	66	110	114
Weighted total	**221**	15	30	6	19	42	20	79	209	7	2	2	11	129	92
Problems with the Smart Stamp online system	**1**	1	-	-	-	*	-	-	1	-	*	-	*	*	1
	1%	*8%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*9%*	*-%*	*2%*	**%*	*1%*
Account management (if applicable)	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	-	-	-	2	-	2	-	-	-	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
Other	**28**	3	4	*	-	3	3	11	27	1	-	*	1	22	6
	13%	*17%*	*13%*	*3%*	*-%*	*7%*	*14%*	*14%*	*13%*	*17%*	*-%*	*9%*	*13%*	*17%* b	*6%*
NET: Any problem	**218**	15	30	6	19	42	18	79	207	7	2	2	11	126	92
	99%	*100%*	*100%*	*100%*	*100%*	*100%*	*88%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*98%*	*100%*

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**224**	87	19	21	12	136	88	26	110	88	80	50	42	16	16	16	1
Weighted total	**221**	119	18	12	2	147	73	32	115	73	97	53	40	11	13	3	*
Amount / level of lost mail	**91**	52	6	6	1	64	28	11	53	28	37	24	16	5	6	2	-
	41%	*43%*	*31%*	*49%*	*36%*	*43%*	*38%*	*33%*	*46%*	*38%*	*38%*	*45%*	*41%*	*52%*	*46%*	*59%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	33	5	3	*	40	10	9	31	10	24	11	11	2	2	-	*
	23%	*28%*	*27%*	*23%*	*13%*	*27%*	*14%*	*27%*	*27%*	*14%*	*25%*	*22%*	*27%*	*22%*	*15%*	*-%*	*100%*
						b			c								
Delivery time (when you receive your mail delivery)	**31**	18	5	*	*	21	10	8	13	10	14	7	7	*	2	1	-
	14%	*15%*	*28%*	*2%*	*18%*	*14%*	*13%*	*26%*	*11%*	*13%*	*14%*	*13%*	*18%*	*1%*	*17%*	*25%*	*-%*
Lost or late delivery of sent mail	**23**	13	*	*	*	14	8	*	14	8	10	4	4	2	*	*	*
	10%	*11%*	*2%*	*1%*	*20%*	*10%*	*12%*	*1%*	*12%*	*12%*	*11%*	*8%*	*10%*	*18%*	*3%*	*3%*	*100%*
Wrong mail delivered / our mail delivered elsewhere	**17**	9	*	3	*	10	7	3	7	7	10	2	3	-	2	*	-
	8%	*8%*	*1%*	*21%*	*8%*	*7%*	*9%*	*9%*	*6%*	*9%*	*10%*	*4%*	*8%*	*-%*	*16%*	*6%*	*-%*
Collection reliability	**14**	8	-	*	*	10	3	2	9	3	3	2	8	-	-	1	-
	6%	*7%*	*-%*	*1%*	*8%*	*7%*	*5%*	*5%*	*7%*	*5%*	*3%*	*4%*	*21%*	*-%*	*-%*	*16%*	*-%*
													ab				
Time of collection	**9**	6	-	-	-	6	3	1	5	3	1	*	7	-	-	-	-
	4%	*5%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*4%*	*4%*	*1%*	*1%*	*19%*	*-%*	*-%*	*-%*	*-%*
													ab				
Wrong postage / shortfall on incoming mail - having to pay	**9**	7	2	*	-	6	3	-	6	3	4	-	3	*	1	*	-
	4%	*6%*	*9%*	*1%*	*-%*	*4%*	*4%*	*-%*	*5%*	*4%*	*4%*	*-%*	*8%*	*1%*	*10%*	*6%*	*-%*
													b				
Latest collection time	**9**	6	-	-	-	6	2	-	6	2	-	-	7	-	1	-	-
	4%	*5%*	*-%*	*-%*	*-%*	*4%*	*3%*	*-%*	*5%*	*3%*	*-%*	*-%*	*19%*	*-%*	*10%*	*-%*	*-%*
													ab				
Damaged mail / goods	**8**	4	2	*	*	5	4	1	3	4	3	4	*	*	*	-	-
	4%	*3%*	*9%*	*2%*	*5%*	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*8%*	*1%*	*2%*	*2%*	*-%*	*-%*
Trustworthiness of the provider	**8**	4	-	-	-	4	4	-	4	4	1	1	5	-	-	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*3%*	*5%*	*-%*	*3%*	*5%*	*1%*	*2%*	*13%*	*-%*	*-%*	*-%*	*-%*
													a				
Availability of a daily collection	**5**	5	-	-	-	2	2	-	2	2	-	-	5	-	-	-	-
	2%	*4%*	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*2%*	*3%*	*-%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*
													ab				
Accessibility of the sorting office / opening hours	**3**	3	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*8%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**224**	87	19	21	12	136	88	26	110	88	80	50	42	16	16	16	1
Weighted total	**221**	119	18	12	2	147	73	32	115	73	97	53	40	11	13	3	*
Recorded letters not being signed for	**3**	1	-	-	-	2	*	-	2	*	1	1	-	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*2%*	**%*	*-%*	*2%*	**%*	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*
Problems with the Smart Stamp online system	**1**	-	-	-	*	1	*	1	-	*	1	-	-	-	-	*	-
	1%	*-%*	*-%*	*-%*	*8%*	*1%*	**%*	*4%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*
Account management (if applicable)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*3%* a	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*
Other	**28**	15	3	*	1	12	16	5	7	16	12	7	5	2	1	-	-
	13%	*12%*	*16%*	*2%*	*29%*	*8%*	*22%* a	*16%*	*6%*	*22%* b	*12%*	*13%*	*14%*	*16%*	*4%*	*-%*	*-%*
NET: Any problem	**218**	117	18	12	2	147	71	32	115	71	97	53	40	11	10	3	*
	99%	*98%*	*100%*	*100%*	*100%*	*100%* b	*97%*	*100%*	*100%*	*97%*	*100%*	*100%*	*100%*	*100%*	*81%*	*100%*	*100%*

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	**224**	102	20	19	9	8	206	18	190	34	154	70	-
Weighted total	**221**	99	23	17	11	4	194	26	181	40	142	78	-
Amount / level of lost mail	**91**	40	11	6	5	3	87	5	79	13	56	35	-
	41%	*41%*	*47%*	*34%*	*43%*	*77%*	*45%*	*17%*	*44%*	*32%*	*39%*	*45%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	23	5	5	-	*	45	5	44	7	34	17	-
	23%	*23%*	*21%*	*31%*	*-%*	*12%*	*23%*	*19%*	*24%*	*17%*	*24%*	*22%*	*-%*
Delivery time (when you receive your mail delivery)	**31**	16	2	3	1	*	29	2	27	4	21	10	-
	14%	*16%*	*7%*	*15%*	*11%*	*12%*	*15%*	*9%*	*15%*	*11%*	*15%*	*13%*	*-%*
Lost or late delivery of sent mail	**23**	7	1	1	5	*	21	1	21	1	20	3	-
	10%	*7%*	*4%*	*7%*	*46%*	*12%*	*11%*	*5%*	*12%*	*3%*	*14%* b	*4%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	**17**	9	-	2	-	-	14	3	13	3	12	5	-
	8%	*9%*	*-%*	*10%*	*-%*	*-%*	*7%*	*12%*	*7%*	*9%*	*8%*	*6%*	*-%*
Collection reliability	**14**	7	-	2	-	-	14	-	14	-	11	3	-
	6%	*7%*	*-%*	*14%*	*-%*	*-%*	*7%*	*-%*	*7%*	*-%*	*7%*	*4%*	*-%*
Time of collection	**9**	3	-	2	-	-	9	-	9	-	8	1	-
	4%	*3%*	*-%*	*14%*	*-%*	*-%*	*5%*	*-%*	*5%*	*-%*	*6%*	*2%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**9**	4	-	3	-	-	7	2	5	4	5	4	-
	4%	*4%*	*-%*	*15%*	*-%*	*-%*	*3%*	*9%*	*3%*	*10%* a	*3%*	*5%*	*-%*
Latest collection time	**9**	4	-	2	-	-	9	-	9	-	9	-	-
	4%	*4%*	*-%*	*14%*	*-%*	*-%*	*4%*	*-%*	*5%*	*-%*	*6%* b	*-%*	*-%*
Damaged mail / goods	**8**	4	1	*	2	-	8	-	7	1	3	6	-
	4%	*4%*	*5%*	*2%*	*15%*	*-%*	*4%*	*-%*	*4%*	*3%*	*2%*	*7%* a	*-%*
Trustworthiness of the provider	**8**	3	1	2	-	-	6	1	6	1	6	1	-
	3%	*3%*	*5%*	*14%*	*-%*	*-%*	*3%*	*5%*	*3%*	*3%*	*4%*	*2%*	*-%*
Availability of a daily collection	**5**	-	-	2	-	-	5	-	5	-	5	-	-
	2%	*-%*	*-%*	*14%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**3**	-	-	-	-	-	3	-	3	-	3	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	224	102	20	19	9	8	206	18	190	34	154	70	-
Weighted total	221	99	23	17	11	4	194	26	181	40	142	78	-
Recorded letters not being signed for	3	*	-	-	-	-	3	-	3	-	2	*	-
	1%	*%	-%	-%	-%	-%	1%	-%	1%	-%	2%	*%	-%
Problems with the Smart Stamp online system	1	-	1	-	-	-	*	1	*	1	-	1	-
	1%	-%	6%	-%	-%	-%	*%	5%	*%	3% a	-%	2%	-%
Account management (if applicable)	*	-	*	-	-	-	*	-	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	2	-	-	-	-	-	2	-	2	-	2	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%
Other	28	12	6	5	-	-	21	7	20	8	16	12	-
	13%	12%	26%	29%	-%	-%	11%	28%	11%	20%	12%	15%	-%
NET: Any problem	218	99	23	17	11	4	192	26	179	40	140	78	-
	99%	100%	100%	100%	100%	100%	99%	100%	99%	100%	98%	100%	-%

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**224**	89	41	92	211	163	217	126	83	75	166	84	2	72	107	218	41
Weighted total	**221**	89	44	84	204	151	212	123	83	75	156	85	3	66	105	217	37
Amount / level of lost mail	**91**	35	14	43	82	71	89	54	34	36	68	44	-	21	55	90	17
	41%	*39%*	*32%*	*50%* b	*40%*	*47%*	*42%*	*44%*	*41%*	*47%*	*43%*	*51%* c	*-%*	*31%*	*53%*	*42%*	*45%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	18	15	17	49	34	49	25	15	12	27	19	3	12	30	49	12
	23%	*20%*	*35%*	*20%*	*24%*	*23%*	*23%*	*21%*	*18%*	*16%*	*18%*	*22%*	*94%*	*18%*	*29%*	*23%*	*31%*
Delivery time (when you receive your mail delivery)	**31**	10	7	14	30	22	30	14	11	6	22	8	-	13	17	30	6
	14%	*12%*	*15%*	*17%*	*15%*	*14%*	*14%*	*12%*	*13%*	*8%*	*14%*	*10%*	*-%*	*20%*	*17%*	*14%*	*16%*
Lost or late delivery of sent mail	**23**	7	5	10	21	14	21	13	12	8	14	8	-	7	10	23	3
	10%	*8%*	*12%*	*12%*	*10%*	*9%*	*10%*	*11%*	*14%*	*11%*	*9%*	*10%*	*-%*	*10%*	*10%*	*10%*	*9%*
Wrong mail delivered / our mail delivered elsewhere	**17**	6	4	3	14	11	16	7	4	4	12	3	-	7	7	16	2
	8%	*7%*	*10%*	*4%*	*7%*	*7%*	*7%*	*5%*	*4%*	*5%*	*8%*	*4%*	*-%*	*11%*	*7%*	*7%*	*6%*
Collection reliability	**14**	6	2	6	14	12	14	9	6	1	10	3	-	6	8	14	6
	6%	*7%*	*4%*	*7%*	*7%*	*8%* f	*6%*	*7%* f	*7%*	*1%*	*6%*	*3%*	*-%*	*9%*	*8%*	*6%*	*16%* b
Time of collection	**9**	4	-	5	9	9	9	5	3	*	6	3	-	3	6	9	6
	4%	*4%*	*-%*	*6%*	*4%*	*6%*	*4%*	*4%*	*3%*	*1%*	*4%*	*3%*	*-%*	*4%*	*6%*	*4%*	*15%* b
Wrong postage / shortfall on incoming mail - having to pay	**9**	6	3	*	9	6	9	6	2	3	7	2	*	4	2	9	*
	4%	*7%* c	*7%* c	**%*	*4%*	*4%*	*4%*	*5%*	*2%*	*3%*	*5%*	*3%*	*6%*	*6%*	*2%*	*4%*	**%*
Latest collection time	**9**	4	-	5	9	9	9	6	4	-	6	2	-	4	5	9	5
	4%	*4%*	*-%*	*6%*	*4%*	*6%* f	*4%*	*5%* f	*5%*	*-%*	*4%*	*3%*	*-%*	*6%*	*5%*	*4%*	*14%* b
Damaged mail / goods	**8**	3	2	3	7	4	7	7	3	4	6	4	-	3	3	8	*
	4%	*4%*	*4%*	*4%*	*3%*	*3%*	*3%*	*5%*	*4%*	*5%*	*4%*	*4%*	*-%*	*5%*	*3%*	*4%*	**%*
Trustworthiness of the provider	**8**	5	-	2	8	8	8	6	3	1	5	4	-	3	5	8	3
	3%	*6%*	*-%*	*3%*	*4%*	*5%*	*4%*	*5%*	*3%*	*2%*	*3%*	*4%*	*-%*	*4%*	*5%*	*3%*	*7%*
Availability of a daily collection	**5**	-	-	5	5	5	5	2	-	-	2	2	-	-	2	5	2
	2%	*-%*	*-%*	*6%* a	*2%*	*3%*	*2%*	*2%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*6%*

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

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Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**224**	89	41	92	211	163	217	126	83	75	166	84	2	72	107	218	41
Weighted total	**221**	89	44	84	204	151	212	123	83	75	156	85	3	66	105	217	37
Accessibility of the sorting office / opening hours	**3**	3	-	-	3	-	3	-	3	-	3	-	-	-	-	3	-
	1%	*3%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
									bd								
Recorded letters not being signed for	**3**	2	-	*	3	1	3	*	*	-	3	-	-	*	1	3	-
	1%	*3%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	**%*	*-%*	*2%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*
Problems with the Smart Stamp online system	**1**	1	-	*	1	1	1	1	1	1	1	1	-	-	*	1	*
	1%	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*	**%*	*1%*	**%*
Account management (if applicable)	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	2	-	2	2	2	-	-	2	2	-	-	-	-	2	2
	1%	*-%*	*5%*	*-%*	*1%*	*2%*	*1%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*
			ac							d							**ab**
Other	**28**	14	2	12	26	17	26	14	10	11	15	11	-	12	5	28	1
	13%	*16%*	*5%*	*14%*	*13%*	*11%*	*12%*	*12%*	*12%*	*15%*	*10%*	*13%*	*-%*	*18%*	*5%*	*13%*	*3%*
																a	
NET: Any problem	**218**	89	41	84	202	149	210	123	83	73	154	85	3	66	105	215	35
	99%	*100%*	*95%*	*100%*	*99%*	*98%*	*99%*	*100%*	*100%*	*97%*	*98%*	*100%*	*100%*	*100%*	*100%*	*99%*	*94%*
		b		b				f							c	c	

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**224**	176	153	16	6	197	218	205	220	190	221	-	153	215	47	38	154	32
Weighted total	**221**	167	137	13	6	196	216	199	216	185	219	-	150	209	34	42	148	30
Amount / level of lost mail	**91**	69	49	4	2	81	88	83	89	78	90	-	69	89	13	23	56	12
	41%	*41%*	*35%*	*31%*	*31%*	*41%*	*41%*	*42%*	*41%*	*42%*	*41%*	*-%*	*46%*	*43%*	*38%*	*54%*	*38%*	*40%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**50**	35	35	3	4	44	49	45	49	34	49	-	30	49	7	8	29	13
	23%	*21%*	*26%*	*23%*	*65%*	*23%*	*23%*	*22%*	*23%*	*19%*	*22%*	*-%*	*20%*	*23%*	*21%*	*20%*	*19%*	*45%* ab
Delivery time (when you receive your mail delivery)	**31**	22	22	*	-	29	31	28	31	22	31	-	25	31	5	5	16	10
	14%	*13%*	*16%*	*3%*	*-%*	*15%*	*14%*	*14%*	*14%*	*12%*	*14%*	*-%*	*17%*	*15%*	*14%*	*11%*	*11%*	*34%* ab
Lost or late delivery of sent mail	**23**	17	17	*	*	21	22	21	23	20	23	-	16	22	5	4	17	2
	10%	*10%*	*12%*	*4%*	*7%*	*11%*	*10%*	*11%*	*10%*	*11%*	*10%*	*-%*	*11%*	*11%*	*13%*	*8%*	*11%*	*8%*
Wrong mail delivered / our mail delivered elsewhere	**17**	13	12	4	-	13	16	14	16	13	17	-	9	15	3	*	16	1
	8%	*8%*	*9%*	*33%*	*-%*	*6%*	*7%*	*7%*	*7%*	*7%*	*8%*	*-%*	*6%*	*7%*	*8%*	*1%*	*11%*	*2%*
Collection reliability	**14**	8	11	-	-	14	14	14	14	9	14	-	11	14	6	2	9	3
	6%	*5%*	*8%*	*-%*	*-%*	*7%*	*6%*	*7%*	*6%*	*5%*	*6%*	*-%*	*7%*	*6%*	*16%* b	*6%*	*6%*	*8%*
Time of collection	**9**	7	6	-	-	9	9	9	9	7	9	-	7	9	3	2	3	4
	4%	*4%*	*4%*	*-%*	*-%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*9%*	*6%*	*2%*	*12%* b
Wrong postage / shortfall on incoming mail - having to pay	**9**	7	5	*	-	9	9	9	9	9	9	-	4	9	1	*	8	1
	4%	*4%*	*3%*	*3%*	*-%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*-%*	*3%*	*4%*	*2%*	*%*	*5%*	*4%*
Latest collection time	**9**	6	6	-	-	9	9	9	9	6	9	-	6	9	3	2	3	4
	4%	*4%*	*5%*	*-%*	*-%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*-%*	*4%*	*4%*	*8%*	*6%*	*2%*	*12%* b
Damaged mail / goods	**8**	8	6	4	*	5	8	8	8	8	8	-	6	8	*	*	8	-
	4%	*5%*	*4%*	*28%*	*4%*	*2%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*%*	*1%*	*5%*	*-%*
Trustworthiness of the provider	**8**	6	4	-	-	6	8	8	8	5	8	-	5	8	3	4	4	-
	3%	*4%*	*3%*	*-%*	*-%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*-%*	*3%*	*4%*	*8%*	*8%*	*3%*	*-%*
Availability of a daily collection	**5**	2	2	-	-	5	5	5	5	2	5	-	2	5	-	2	-	2
	2%	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*2%*	*2%*	*-%*	*6%* b	*-%*	*8%* b
Accessibility of the sorting office / opening hours	**3**	3	-	-	-	3	3	3	3	-	3	-	-	3	-	-	3	-
	1%	*2%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**224**	176	153	16	6	197	218	205	220	190	221	-	153	215	47	38	154	32
Weighted total	**221**	167	137	13	6	196	216	199	216	185	219	-	150	209	34	42	148	30
Recorded letters not being signed for	**3**	3	1	-	-	3	3	3	3	1	3	-	1	3	-	*	2	-
	1%	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*	*2%*	*-%*
Problems with the Smart Stamp online system	**1**	*	1	*	-	1	1	1	1	1	1	-	*	1	*	1	-	-
	1%	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*3%* b	*-%*	*-%*
Account management (if applicable)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	-	*
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*7%* b	*6%* b	*-%*	*-%*
Other	**28**	17	18	1	-	25	28	22	28	22	28	-	12	21	2	8	18	2
	13%	*10%*	*13%*	*10%*	*-%*	*13%*	*13%*	*11%*	*13%*	*12%*	*13%*	*-%*	*8%*	*10%*	*5%*	*20%*	*12%*	*7%*
NET: Any problem	**218**	165	135	13	6	194	213	197	214	182	217	-	147	207	32	40	148	30
	99%	*99%*	*98%*	*100%*	*100%*	*99%*	*99%*	*99%*	*99%*	*99%*	*99%*	*-%*	*98%*	*99%* c	*93%*	*94%*	*100%* a	*100%*

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	224	29	25	170	151	73	218	6	121	40	223	1	14	38
Weighted total	221	28	27	165	142	78	215	6	114	46	218	2	13	43
Amount / level of lost mail	91	7	8	77	52	39	91	1	52	15	91	-	4	26
	41%	23%	31%	46%	37%	50%	42%	10%	45%	33%	42%	-%	28%	59%
Delivery consistency / reliability (e.g. arrives as promised consistently)	50	5	5	40	42	9	48	2	21	20	50	-	5	6
	23%	18%	20%	24%	29% b	11%	22%	42%	18%	43% a	23%	-%	39%	13%
Delivery time (when you receive your mail delivery)	31	3	4	24	29	2	31	-	5	19	31	-	1	8
	14%	12%	16%	14%	21% b	2%	14%	-%	4%	43% a	14%	-%	11%	17%
Lost or late delivery of sent mail	23	6	5	12	12	11	19	4	19	*	23	-	-	2
	10%	20%	17%	7%	8%	14%	9%	69%	17% b	1%	10%	-%	-%	4%
Wrong mail delivered / our mail delivered elsewhere	17	3	4	10	12	5	17	-	8	4	17	-	1	*
	8%	10%	16%	6%	8%	6%	8%	-%	7%	9%	8%	-%	11%	*%
Collection reliability	14	2	3	9	13	*	14	-	3	10	14	-	-	3
	6%	8%	9%	5%	9% b	*%	6%	-%	3%	21% a	6%	-%	-%	6%
Time of collection	9	*	2	6	9	-	9	-	-	9	9	-	-	1
	4%	2%	9%	4%	6% b	-%	4%	-%	-%	20% a	4%	-%	-%	3%
Wrong postage / shortfall on incoming mail - having to pay	9	3	2	4	6	3	9	-	3	-	9	-	2	2
	4%	10%	9%	2%	4%	3%	4%	-%	3%	-%	4%	-%	19%	4%
Latest collection time	9	1	2	5	9	-	9	-	-	7	9	-	-	-
	4%	4%	9%	3%	6% b	-%	4%	-%	-%	16% a	4%	-%	-%	-%
Damaged mail / goods	8	2	1	5	8	*	8	-	2	*	8	-	2	1
	4%	6%	5%	3%	6%	*%	4%	-%	2%	1%	4%	-%	13%	3%
Trustworthiness of the provider	8	-	4	4	8	-	8	-	1	6	8	-	1	-
	3%	-%	13%	2%	5% b	-%	3%	-%	1%	14% a	3%	-%	9%	-%
Availability of a daily collection	5	-	2	2	5	-	5	-	-	5	5	-	-	-
	2%	-%	9%	1%	3%	-%	2%	-%	-%	10% a	2%	-%	-%	-%

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

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	**224**	29	25	170	151	73	218	6	121	40	223	1	14	38
Weighted total	**221**	28	27	165	142	78	215	6	114	46	218	2	13	43
Accessibility of the sorting office / opening hours	**3**	-	-	3	-	3	3	-	3	-	3	-	-	-
	1%	*-%*	*-%*	*2%*	*-%*	*3%* a	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**3**	-	-	3	1	1	3	-	1	-	3	-	-	*
	1%	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*%*
Problems with the Smart Stamp online system	**1**	-	*	1	*	1	1	-	1	-	1	-	*	-
	1%	*-%*	*1%*	*1%*	*%*	*2%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*
Account management (if applicable)	*	-	-	*	*	-	*	-	*	-	*	-	-	-
	%	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	2	2	-	2	-	-	-	-	2	-	-
	1%	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
Other	**28**	3	7	17	19	9	28	-	13	8	28	-	*	9
	13%	*12%*	*27%*	*11%*	*13%*	*12%*	*13%*	*-%*	*11%*	*17%*	*13%*	*-%*	*2%*	*21%*
NET: Any problem	**218**	28	27	163	140	78	213	6	114	46	218	-	13	43
	99%	*100%*	*100%*	*99%*	*98%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*

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

Ofcom; Business Postal Tracker

Table 68 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	b	*c	*a	*b	c	a	*b	*c
Unweighted total	224	46	1	20	36	14	7	16	45	35	26	25
Weighted total	221	48	2	19	22	17	7	14	48	33	32	28
Amount / level of lost mail	91	29	-	6	11	6	6	6	17	16	8	16
	41%	60%	-%	32%	49%	33%	76%	43%	35%	48%	26%	60%
Delivery consistency / reliability (e.g. arrives as promised consistently)	50	8	-	5	6	6	-	*	15	6	5	7
	23%	17%	-%	26%	28%	34%	-%	1%	32%	19%	15%	26%
Delivery time (when you receive your mail delivery)	31	9	-	*	2	2	-	1	13	5	2	5
	14%	19%	-%	2%	10%	14%	-%	4%	28%	17%	5%	19%
Lost or late delivery of sent mail	23	2	-	*	3	5	-	-	6	4	4	*
	10%	3%	-%	2%	13%	28%	-%	-%	14%	11%	12%	1%
Wrong mail delivered / our mail delivered elsewhere	17	2	-	2	*	*	-	*	3	2	3	5
	8%	3%	-%	11%	1%	3%	-%	3%	7%	7%	9%	18%
Collection reliability	14	3	-	*	-	3	-	3	4	1	*	2
	6%	6%	-%	2%	-%	15%	-%	19%	9%	2%	1%	9%
Time of collection	9	1	-	-	-	2	-	3	1	*	-	2
	4%	2%	-%	-%	-%	14%	-%	19%	3%	1%	-%	9%
Wrong postage / shortfall on incoming mail - having to pay	9	2	2	-	-	3	*	2	3	1	1	-
	4%	4%	100%	-%	-%	15%	1%	11%	6%	4%	2%	-%
Latest collection time	9	-	-	-	-	2	-	3	-	1	-	2
	4%	-%	-%	-%	-%	14%	-%	19%	-%	4%	-%	9%
Damaged mail / goods	8	3	-	*	-	-	-	3	2	2	1	*
	4%	6%	-%	2%	-%	-%	-%	19%	4%	5%	5%	*%
Trustworthiness of the provider	8	1	-	-	1	-	-	3	1	-	-	2
	3%	2%	-%	-%	6%	-%	-%	19%	3%	-%	-%	9%
Availability of a daily collection	5	-	-	-	-	2	-	-	-	-	-	2
	2%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	9%
Accessibility of the sorting office / opening hours	3	-	-	-	-	-	-	-	3	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%
Recorded letters not being signed for	3	*	-	*	1	-	-	-	1	-	-	-
	1%	*%	-%	1%	6%	-%	-%	-%	3%	-%	-%	-%
Problems with the Smart Stamp online system	1	-	-	-	*	-	-	-	-	-	-	1
	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	4%

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

Produced by OLR
OFC1885
Issue date: 18/01/16

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	a	***b**	***c**
Unweighted total	**224**	46	1	20	36	14	7	16	45	35	26	25
Weighted total	**221**	48	2	19	22	17	7	14	48	33	32	28
Account management (if applicable)	*****	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	-	-	-	-	-	-	-	-	2	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*	-%	-%
Other	**28**	7	-	5	1	-	3	-	2	4	11	2
	13%	*14%*	-%	*26%*	*5%*	-%	*39%*	-%	*4%*	*13%*	*34%*	*9%*
NET: Any problem	**218**	48	2	19	22	17	7	14	48	31	32	28
	99%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*100%*	*100%*
Columns Tested: a,b - a,b,c - a,b,c - a,b,c												

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l	m
Unweighted total	223	12	16	16	12	18	23	16	9	25	24	30	22	147
Weighted total	218	12	18	37	10	14	29	35	10	27	8	11	7	192
Very Dissatisfied	20	-	2	3	1	*	*	9	-	1	1	1	1	17
	9%	-%	9%	7%	13%	2%	1%	27%	-%	5%	13%	8%	14%	9%
Fairly Dissatisfied	23	2	*	7	1	*	2	5	2	2	1	1	-	22
	11%	14%	1%	19%	15%	1%	8%	14%	17%	9%	6%	6%	-%	12%
Neither Satisfied Nor Dissatisfied	24	2	*	3	1	2	2	5	3	4	1	*	1	22
	11%	14%	1%	7%	15%	11%	8%	14%	30%	14%	17%	4%	14%	11%
Fairly Satisfied	26	*	1	5	-	2	5	3	2	3	2	2	*	21
	12%	2%	8%	13%	-%	18%	18%	8%	18%	10%	22%	20%	6%	11%
Very Satisfied	8	-	2	3	-	-	-	-	*	1	-	*	2	6
	4%	-%	9%	7%	-%	-%	-%	-%	2%	5%	-%	4%	24%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	114	8	13	18	5	8	19	13	3	15	3	6	3	102
	52%	70%	70%	47%	57%	59%	64%	37%	33%	57%	30%	53%	43%	53%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	1	*	-	-	-	1	*	-	2
	1%	-%	1%	-%	-%	9%	1%	-%	-%	-%	11%	4%	-%	1%
NET: Satisfied	34	*	3	7	-	2	5	3	2	4	2	3	2	27
	15%	2%	17%	20%	-%	18%	18%	8%	20%	15%	22%	24%	30%	14%
NET: Dissatisfied	43	2	2	10	3	*	3	15	2	4	2	2	1	39
	20%	14%	10%	26%	28%	3%	9%	41%	17%	15%	20%	14%	14%	20%

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	223	16	27	4	20	46	18	86	157	43	12	11	66	109	114
Weighted total	218	15	30	6	19	42	18	79	207	7	2	2	11	126	92
Very Dissatisfied	20	1	5	-	-	*	3	10	19	1	-	*	1	8	12
	9%	8%	16%	-%	-%	1%	16%	13% e	9%	13%	-%	17%	12%	6%	13%
Fairly Dissatisfied	23	*	3	-	-	6	5	8	22	*	*	*	1	14	9
	11%	3%	10%	-%	-%	13%	28%	10%	11%	4%	9%	20%	8%	11%	10%
Neither Satisfied Nor Dissatisfied	24	2	3	-	1	8	*	6	23	1	-	*	1	9	16
	11%	13%	10%	-%	7%	20% g	1%	8%	11%	10%	-%	18%	10%	7%	17% a
Fairly Satisfied	26	2	2	-	1	2	1	16	25	1	*	*	1	16	10
	12%	12%	7%	-%	3%	6%	3%	20% e	12%	8%	21%	9%	11%	13%	11%
Very Satisfied	8	1	2	-	*	*	-	4	8	-	-	*	*	4	4
	4%	10%	6%	-%	2%	1%	-%	5%	4%	-%	-%	17%	3%	3%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	114	8	15	6	15	24	9	34	108	5	1	*	6	75	39
	52%	54%	49%	100%	78%	58%	51%	42%	52%	64%	61%	11%	53%	60% b	42%
Don't Know (DO NOT READ OUT)	3	-	*	-	2	*	-	1	3	-	*	*	*	*	2
	1%	-%	1%	-%	9%	1%	-%	1%	1%	-%	9%	9%	3%	*%	3%
NET: Satisfied	34	3	4	-	1	3	1	20	32	1	*	1	2	20	14
	15%	22%	13%	-%	6%	7%	3%	25% e	16%	8%	21%	26%	14%	16%	15%
NET: Dissatisfied	43	2	8	-	-	6	8	19	41	1	*	1	2	22	22
	20%	11%	27%	-%	-%	14%	44%	23%	20%	18%	9%	36%	20%	17%	24%

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**223**	86	19	21	12	136	87	26	110	87	80	50	42	16	15	16	1
Weighted total	**218**	117	18	12	2	147	71	32	115	71	97	53	40	11	10	3	*
Very Dissatisfied	**20**	14	1	*	1	11	9	5	6	9	11	3	3	1	*	1	-
	9%	*12%*	*6%*	*2%*	*41%*	*7%*	*13%*	*16%*	*5%*	*13%*	*11%*	*7%*	*8%*	*7%*	*4%*	*33%*	*-%*
Fairly Dissatisfied	**23**	14	3	-	1	16	7	*	16	7	10	8	4	*	2	*	-
	11%	*12%*	*16%*	*-%*	*24%*	*11%*	*10%*	*1%*	*14%*	*10%*	*10%*	*14%*	*9%*	*4%*	*16%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**24**	9	3	1	*	15	9	-	15	9	9	8	4	*	1	1	*
	11%	*7%*	*18%*	*6%*	*8%*	*10%*	*13%*	*-%*	*13%*	*13%*	*9%*	*15%*	*11%*	*4%*	*6%*	*17%*	*100%*
Fairly Satisfied	**26**	14	3	2	-	15	11	4	11	11	11	5	9	-	*	*	-
	12%	*12%*	*17%*	*17%*	*-%*	*10%*	*16%*	*11%*	*10%*	*16%*	*11%*	*10%*	*23%*	*-%*	*2%*	*6%*	*-%*
Very Satisfied	**8**	3	*	-	*	5	2	*	5	2	2	1	3	1	*	*	-
	4%	*2%*	*2%*	*-%*	*9%*	*4%*	*3%*	*1%*	*4%*	*3%*	*2%*	*3%*	*7%*	*11%*	*4%*	*5%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**114**	62	7	9	*	82	32	23	60	32	54	26	15	8	7	1	-
	52%	*53%*	*41%*	*75%*	*18%*	*56%*	*44%*	*70%*	*52%*	*44%*	*56%* c	*50%*	*37%*	*71%*	*67%*	*37%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	-	-	3	*	-	3	*	-	1	2	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*2%*	**%*	*-%*	*2%*	**%*	*-%*	*2%*	*5%*	*2%*	*-%*	*-%*	*-%*
NET: Satisfied	**34**	17	3	2	*	20	13	4	16	13	13	7	12	1	1	*	-
	15%	*15%*	*19%*	*17%*	*9%*	*14%*	*19%*	*12%*	*14%*	*19%*	*13%*	*12%*	*31%* ab	*11%*	*7%*	*11%*	*-%*
NET: Dissatisfied	**43**	28	4	*	1	27	16	6	21	16	21	11	7	1	2	1	-
	20%	*24%*	*22%*	*2%*	*65%*	*18%*	*23%*	*17%*	*19%*	*23%*	*22%*	*21%*	*17%*	*12%*	*20%*	*36%*	*-%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	**223**	102	20	19	9	8	205	18	189	34	153	70	-
Weighted total	**218**	99	23	17	11	4	192	26	179	40	140	78	-
Very Dissatisfied	**20**	4	4	5	-	1	16	4	16	4	14	6	-
	9%	*4%*	*18%*	*29%*	*-%*	*18%*	*8%*	*14%*	*9%*	*10%*	*10%*	*8%*	*-%*
Fairly Dissatisfied	**23**	12	2	-	5	*	22	1	17	7	10	13	-
	11%	*12%*	*11%*	*-%*	*43%*	*3%*	*12%*	*5%*	*9%*	*17%*	*7%*	*17%* a	*-%*
Neither Satisfied Nor Dissatisfied	**24**	12	-	5	4	1	20	4	20	4	15	9	-
	11%	*12%*	*-%*	*26%*	*35%*	*23%*	*11%*	*16%*	*11%*	*11%*	*11%*	*12%*	*-%*
Fairly Satisfied	**26**	16	*	1	1	-	23	3	23	3	19	7	-
	12%	*16%*	*1%*	*5%*	*11%*	*-%*	*12%*	*12%*	*13%*	*8%*	*14%*	*9%*	*-%*
Very Satisfied	**8**	3	*	*	-	-	8	-	8	-	7	1	-
	4%	*3%*	*2%*	*2%*	*-%*	*-%*	*4%*	*-%*	*4%*	*-%*	*5%*	*2%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**114**	51	15	6	1	2	100	14	93	21	73	41	-
	52%	*51%*	*67%*	*36%*	*11%*	*56%*	*52%*	*54%*	*52%*	*53%*	*52%*	*52%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	2	*	*	-	-	3	-	3	*	2	1	-
	1%	*2%*	*2%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
NET: Satisfied	**34**	19	1	1	1	-	31	3	31	3	26	8	-
	15%	*19%*	*3%*	*8%*	*11%*	*-%*	*16%*	*12%*	*17%*	*8%*	*18%*	*10%*	*-%*
NET: Dissatisfied	**43**	16	6	5	5	1	38	5	33	11	24	19	-
	20%	*16%*	*28%*	*29%*	*43%*	*21%*	*20%*	*18%*	*18%*	*27%*	*17%*	*24%*	*-%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**223**	89	40	92	210	162	216	126	83	74	165	84	2	72	107	217	40
Weighted total	**218**	89	41	84	202	149	210	123	83	73	154	85	3	66	105	215	35
Very Dissatisfied	**20**	5	5	10	20	15	20	14	5	11	6	11	-	3	13	19	2
	9%	*6%*	*12%*	*11%*	*10%*	*10%*	*9%*	*11%*	*6%*	*15%*	*4%*	*13%*	*-%*	*4%*	*12%*	*9%*	*4%*
					g	g	g	g		g							
Fairly Dissatisfied	**23**	12	4	8	19	16	22	12	8	10	19	11	-	8	16	23	3
	11%	*13%*	*9%*	*10%*	*9%*	*11%*	*10%*	*9%*	*9%*	*13%*	*12%*	*13%*	*-%*	*12%*	*15%*	*11%*	*9%*
Neither Satisfied Nor Dissatisfied	**24**	10	2	13	19	18	23	19	10	12	20	13	3	5	15	24	4
	11%	*11%*	*4%*	*15%*	*10%*	*12%*	*11%*	*16%*	*12%*	*17%*	*13%*	*16%*	*94%*	*7%*	*14%*	*11%*	*11%*
Fairly Satisfied	**26**	5	5	14	26	19	26	13	10	5	15	5	*	13	15	25	6
	12%	*6%*	*13%*	*16%*	*13%*	*13%*	*12%*	*11%*	*12%*	*7%*	*10%*	*6%*	*6%*	*20%*	*14%*	*12%*	*17%*
				a										a			
Very Satisfied	**8**	1	1	5	8	7	8	3	4	5	7	3	-	1	8	8	1
	4%	*2%*	*3%*	*6%*	*4%*	*5%*	*4%*	*2%*	*5%*	*7%*	*4%*	*3%*	*-%*	*2%*	*7%*	*4%*	*2%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**114**	55	24	34	107	70	109	60	45	28	84	41	-	35	38	111	20
	52%	*61%*	*58%*	*40%*	*53%*	*47%*	*52%*	*49%*	*55%*	*39%*	*55%*	*48%*	*-%*	*53%*	*36%*	*52%*	*56%*
		c			f				f		f					a	a
Don't Know (DO NOT READ OUT)	**3**	1	1	1	3	3	3	2	1	2	3	2	-	1	1	3	-
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*
NET: Satisfied	**34**	7	7	19	34	26	34	16	13	10	22	7	*	15	23	33	7
	15%	*7%*	*17%*	*22%*	*17%*	*17%*	*16%*	*13%*	*16%*	*14%*	*14%*	*9%*	*6%*	*22%*	*22%*	*16%*	*20%*
				a										a			
NET: Dissatisfied	**43**	17	8	18	39	32	41	25	13	21	25	22	-	11	29	43	5
	20%	*19%*	*21%*	*21%*	*19%*	*21%*	*20%*	*20%*	*16%*	*28%*	*16%*	*26%*	*-%*	*16%*	*27%*	*20%*	*13%*
										g							

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**223**	175	152	16	6	196	217	204	219	189	220	-	152	214	46	37	154	32
Weighted total	**218**	165	135	13	6	194	213	197	214	182	217	-	147	207	32	40	148	30
Very Dissatisfied	**20**	15	13	1	-	15	20	17	20	12	20	-	13	17	3	7	10	4
	9%	*9%*	*9%*	*11%*	*-%*	*8%*	*9%*	*9%*	*9%*	*7%*	*9%*	*-%*	*9%*	*8%*	*10%*	*16%*	*6%*	*13%*
Fairly Dissatisfied	**23**	23	13	2	-	22	21	19	21	18	23	-	18	21	2	4	20	*
	11%	*14%*	*9%*	*13%*	*-%*	*11%*	*10%*	*9%*	*10%*	*10%*	*11%*	*-%*	*12%*	*10%*	*5%*	*9%*	*13%* c	*1%*
Neither Satisfied Nor Dissatisfied	**24**	19	12	3	2	21	24	22	24	23	24	-	19	24	4	5	17	3
	11%	*12%*	*9%*	*21%*	*27%*	*11%*	*11%*	*11%*	*11%*	*13%*	*11%*	*-%*	*13%*	*12%*	*14%*	*12%*	*11%*	*10%*
Fairly Satisfied	**26**	19	13	2	*	24	26	25	26	21	26	-	21	24	4	6	17	4
	12%	*11%*	*9%*	*16%*	*4%*	*12%*	*12%*	*13%*	*12%*	*11%*	*12%*	*-%*	*14%*	*11%*	*12%*	*14%*	*11%*	*12%*
Very Satisfied	**8**	5	6	*	-	7	8	8	8	8	8	-	7	8	1	2	6	*
	4%	*3%*	*4%*	*3%*	*-%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*5%*	*4%*	*3%*	*4%*	*4%*	*1%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**114**	81	77	5	4	102	112	104	112	98	112	-	68	110	18	17	79	17
	52%	*49%*	*57%*	*36%*	*69%*	*53%*	*52%*	*53%*	*52%*	*54%*	*52%*	*-%*	*46%*	*53%*	*56%*	*42%*	*54%*	*58%*
Don't Know (DO NOT READ OUT)	**3**	3	2	-	-	2	3	3	3	3	3	-	1	3	-	1	*	2
	1%	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*3%*	*%*	*6%* b
NET: Satisfied	**34**	24	19	3	*	31	34	33	34	28	34	-	28	31	5	7	23	4
	15%	*14%*	*14%*	*20%*	*4%*	*16%*	*16%*	*17%*	*16%*	*16%*	*16%*	*-%*	*19%*	*15%*	*16%*	*18%*	*15%*	*13%*
NET: Dissatisfied	**43**	38	26	3	-	37	40	36	41	31	43	-	31	38	5	10	29	4
	20%	*23%*	*19%*	*24%*	*-%*	*19%*	*19%*	*18%*	*19%*	*17%*	*20%*	*-%*	*21%*	*18%*	*15%*	*25%*	*20%*	*13%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	b	a	***b**	***a**	b
Unweighted total	**223**	29	25	169	150	73	217	6	121	40	223	-	14	38
Weighted total	**218**	28	27	163	140	78	213	6	114	46	218	-	13	43
Very Dissatisfied	**20**	2	9	9	17	3	20	-	1	13	20	-	1	4
	9%	*7%*	*34%*	*5%*	*12%*	*4%*	*9%*	*-%*	*1%*	*29%* a	*9%*	*-%*	*9%*	*10%*
Fairly Dissatisfied	**23**	4	3	16	13	11	23	-	5	9	23	-	2	10
	11%	*15%*	*11%*	*10%*	*9%*	*14%*	*11%*	*-%*	*5%*	*20%* a	*11%*	*-%*	*14%*	*24%*
Neither Satisfied Nor Dissatisfied	**24**	4	3	17	11	14	24	-	15	6	24	-	1	4
	11%	*15%*	*12%*	*10%*	*8%*	*17%* a	*11%*	*-%*	*13%*	*13%*	*11%*	*-%*	*6%*	*9%*
Fairly Satisfied	**26**	4	*	22	12	14	24	2	16	4	26	-	-	3
	12%	*14%*	*1%*	*13%*	*8%*	*18%* a	*11%*	*29%*	*14%*	*9%*	*12%*	*-%*	*-%*	*6%*
Very Satisfied	**8**	-	*	8	2	6	8	-	7	*	8	-	-	1
	4%	*-%*	*1%*	*5%*	*1%*	*8%* a	*4%*	*-%*	*6%*	*1%*	*4%*	*-%*	*-%*	*3%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**114**	14	11	89	84	30	110	4	68	13	114	-	9	20
	52%	*49%*	*42%*	*54%*	*60%* b	*38%*	*52%*	*71%*	*59%* b	*28%*	*52%*	*-%*	*71%*	*46%*
Don't Know (DO NOT READ OUT)	**3**	*	-	3	3	*	3	-	2	-	3	-	-	1
	1%	*2%*	*-%*	*2%*	*2%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*
NET: Satisfied	**34**	4	*	29	14	20	32	2	23	5	34	-	-	4
	15%	*14%*	*1%*	*18%*	*10%*	*26%* a	*15%*	*29%*	*20%*	*10%*	*15%*	*-%*	*-%*	*9%*
NET: Dissatisfied	**43**	6	12	25	29	14	43	-	7	22	43	-	3	15
	20%	*21%*	*45%*	*15%*	*21%*	*18%*	*20%*	*-%*	*6%*	*49%* a	*20%*	*-%*	*23%*	*34%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	a	***b**	***c**
Unweighted total	**223**	46	1	20	36	14	7	16	45	34	26	25
Weighted total	**218**	48	2	19	22	17	7	14	48	31	32	28
Very Dissatisfied	**20**	6	-	*	4	-	-	*	5	3	5	3
	9%	*11%*	*-%*	*2%*	*16%*	*-%*	*-%*	*1%*	*10%*	*9%*	*15%*	*13%*
Fairly Dissatisfied	**23**	9	-	5	5	-	1	*	4	-	*	7
	11%	*20%*	*-%*	*25%*	*22%*	*-%*	*17%*	*3%*	*9%*	*-%*	**%*	*27%*
Neither Satisfied Nor Dissatisfied	**24**	5	-	1	3	-	-	-	8	4	5	4
	11%	*10%*	*-%*	*3%*	*14%*	*-%*	*-%*	*-%*	*17%*	*13%*	*14%*	*14%*
Fairly Satisfied	**26**	3	-	*	3	4	-	*	6	3	8	*
	12%	*6%*	*-%*	*1%*	*15%*	*23%*	*-%*	*1%*	*13%*	*10%*	*26%*	*2%*
Very Satisfied	**8**	1	-	-	-	*	4	*	1	1	2	-
	4%	*2%*	*-%*	*-%*	*-%*	*1%*	*54%*	*3%*	*2%*	*3%*	*5%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**114**	24	2	13	7	12	2	13	23	20	13	12
	52%	*49%*	*100%*	*68%*	*30%*	*69%*	*30%*	*92%*	*47%*	*64%*	*40%*	*43%*
Don't Know (DO NOT READ OUT)	**3**	1	-	*	*	1	-	-	*	-	-	*
	1%	*2%*	*-%*	*2%*	*2%*	*7%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
NET: Satisfied	**34**	4	-	*	3	4	4	1	7	4	10	*
	15%	*8%*	*-%*	*1%*	*15%*	*24%*	*54%*	*4%*	*15%*	*13%*	*31%*	*2%*
NET: Dissatisfied	**43**	15	-	5	9	-	1	1	9	3	5	11
	20%	*31%*	*-%*	*27%*	*39%*	*-%*	*17%*	*4%*	*19%*	*9%*	*15%*	*40%*

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l	m
Unweighted total	223	12	16	16	12	18	23	16	9	25	24	30	22	147
Weighted total	218	12	18	37	10	14	29	35	10	27	8	11	7	192
Very Dissatisfied	8	-	2	-	1	-	*	5	-	-	-	*	-	8
	4%	-%	9%	-%	13%	-%	1%	13%	-%	-%	-%	4%	-%	4%
Fairly Dissatisfied	13	-	-	7	*	1	-	3	-	1	-	-	*	12
	6%	-%	-%	19%	2%	9%	-%	8%	-%	5%	-%	-%	6%	7%
Neither Satisfied Nor Dissatisfied	11	2	*	3	1	-	*	-	2	3	1	*	-	11
	5%	16%	1%	7%	13%	-%	1%	-%	17%	11%	8%	1%	-%	6%
Fairly Satisfied	44	2	2	3	*	3	8	15	5	4	1	2	1	40
	20%	14%	9%	7%	2%	20%	26%	42%	48%	14%	11%	17%	12%	21%
Very Satisfied	30	-	2	7	1	3	*	3	*	5	4	3	3	21
	14%	-%	9%	20%	13%	19%	1%	8%	2%	18%	46%	25%	39%	11%
												m		
Have not Contacted / Not Applicable (DO NOT READ OUT)	109	8	13	18	5	6	21	10	3	14	2	6	3	98
	50%	70%	70%	47%	57%	43%	71%	29%	33%	52%	25%	53%	43%	51%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	1	*	-	-	-	1	-	-	2
	1%	-%	1%	-%	-%	9%	1%	-%	-%	-%	11%	-%	-%	1%
NET: Satisfied	74	2	3	10	1	5	8	18	5	9	5	5	4	61
	34%	14%	18%	27%	15%	39%	27%	50%	50%	32%	56%	43%	51%	32%
NET: Dissatisfied	21	-	2	7	1	1	*	7	-	1	-	*	*	20
	10%	-%	9%	19%	15%	9%	1%	21%	-%	5%	-%	4%	6%	11%

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**223**	16	27	4	20	46	18	86	157	43	12	11	66	109	114
Weighted total	**218**	15	30	6	19	42	18	79	207	7	2	2	11	126	92
Very Dissatisfied	**8**	1	3	-	-	-	2	2	8	*	-	-	*	2	7
	4%	*8%*	*9%*	*-%*	*-%*	*-%*	*13%*	*3%*	*4%*	*3%*	*-%*	*-%*	*2%*	*1%*	*7%* a
Fairly Dissatisfied	**13**	-	-	-	-	2	3	9	13	-	-	*	*	10	3
	6%	*-%*	*-%*	*-%*	*-%*	*4%*	*15%*	*11%*	*6%*	*-%*	*-%*	*11%*	*2%*	*8%*	*3%*
Neither Satisfied Nor Dissatisfied	**11**	2	2	-	-	2	-	3	10	1	-	*	1	6	5
	5%	*12%*	*6%*	*-%*	*-%*	*5%*	*-%*	*4%*	*5%*	*13%*	*-%*	*17%*	*12%*	*5%*	*6%*
Fairly Satisfied	**44**	-	5	4	1	9	3	20	42	1	1	*	2	23	20
	20%	*-%*	*18%*	*68%*	*3%*	*22%*	*18%*	*25%*	*20%*	*15%*	*35%*	*9%*	*17%*	*18%*	*22%*
Very Satisfied	**30**	4	5	-	2	3	1	13	29	1	-	1	1	13	17
	14%	*26%*	*18%*	*-%*	*10%*	*8%*	*3%*	*17%*	*14%*	*9%*	*-%*	*31%*	*11%*	*10%*	*19%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**109**	8	15	2	15	25	9	32	103	4	1	*	6	72	37
	50%	*54%*	*49%*	*32%*	*78%*	*60%* g	*51%*	*41%*	*50%*	*61%*	*56%*	*22%*	*53%*	*57%* b	*40%*
Don't Know (DO NOT READ OUT)	**3**	-	*	-	2	*	-	*	2	-	*	*	*	*	2
	1%	*-%*	*1%*	*-%*	*9%*	*1%*	*-%*	**%*	*1%*	*-%*	*9%*	*9%*	*3%*	**%*	*2%*
NET: Satisfied	**74**	4	11	4	2	12	4	33	71	2	1	1	3	36	38
	34%	*26%*	*36%*	*68%*	*13%*	*30%*	*21%*	*42%*	*34%*	*24%*	*35%*	*40%*	*29%*	*29%*	*41%* a
NET: Dissatisfied	**21**	1	3	-	-	2	5	11	21	*	-	*	*	12	9
	10%	*8%*	*9%*	*-%*	*-%*	*4%*	*28%*	*13%*	*10%*	*3%*	*-%*	*11%*	*4%*	*9%*	*10%*

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	**223**	86	19	21	12	136	87	26	110	87	80	50	42	16	15	16	1
Weighted total	**218**	117	18	12	2	147	71	32	115	71	97	53	40	11	10	3	*
Very Dissatisfied	**8**	5	*	-	-	4	4	2	3	4	3	3	2	*	-	-	-
	4%	*4%*	*1%*	*-%*	*-%*	*3%*	*5%*	*5%*	*2%*	*5%*	*3%*	*5%*	*6%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**13**	11	*	-	*	12	1	5	7	1	7	5	-	-	1	-	-
	6%	*9%*	*3%*	*-%*	*11%*	*8%* b	*1%*	*15%*	*6%*	*1%*	*7%*	*10%* c	*-%*	*-%*	*7%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**11**	*	4	-	*	9	3	*	8	3	8	3	*	-	*	1	-
	5%	*%*	*24%*	*-%*	*8%*	*6%*	*4%*	*1%*	*7%*	*4%*	*8%*	*5%*	*%*	*-%*	*2%*	*15%*	*-%*
Fairly Satisfied	**44**	24	*	3	1	24	20	-	24	20	23	6	12	*	1	1	-
	20%	*21%*	*1%*	*23%*	*37%*	*16%*	*28%* a	*-%*	*21%*	*28%*	*24%*	*12%*	*29%* b	*4%*	*6%*	*17%*	*-%*
Very Satisfied	**30**	15	5	*	1	18	12	4	14	12	9	9	7	2	2	1	*
	14%	*13%*	*30%*	*1%*	*26%*	*12%*	*18%*	*12%*	*12%*	*18%*	*9%*	*17%*	*19%*	*21%*	*18%*	*24%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**109**	60	7	9	*	78	32	21	56	32	48	26	17	8	7	1	-
	50%	*51%*	*41%*	*76%*	*18%*	*53%*	*45%*	*66%*	*49%*	*45%*	*49%*	*49%*	*42%*	*71%*	*67%*	*44%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	-	-	2	*	-	2	*	-	1	1	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*2%*	*%*	*-%*	*2%*	*%*	*-%*	*2%*	*4%*	*2%*	*-%*	*-%*	*-%*
NET: Satisfied	**74**	40	6	3	1	42	32	4	38	32	32	15	19	3	2	1	*
	34%	*34%*	*31%*	*24%*	*63%*	*28%*	*45%* a	*12%*	*33%*	*45%*	*33%*	*29%*	*48%*	*25%*	*24%*	*40%*	*100%*
NET: Dissatisfied	**21**	16	1	-	*	17	4	6	10	4	10	8	2	*	1	-	-
	10%	*13%*	*4%*	*-%*	*11%*	*11%*	*6%*	*20%*	*9%*	*6%*	*10%*	*15%*	*6%*	*2%*	*7%*	*-%*	*-%*

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	223	102	20	19	9	8	205	18	189	34	153	70	-
Weighted total	218	99	23	17	11	4	192	26	179	40	140	78	-
Very Dissatisfied	8	1	4	2	-	-	7	1	7	1	7	1	-
	4%	1%	16%	14%	-%	-%	4%	5%	4%	4%	5%	2%	-%
Fairly Dissatisfied	13	5	2	*	*	-	13	-	13	-	9	4	-
	6%	5%	10%	3%	2%	-%	7%	-%	7%	-%	6%	5%	-%
Neither Satisfied Nor Dissatisfied	11	8	*	1	2	*	9	3	7	5	5	7	-
	5%	8%	*%	3%	15%	6%	5%	10%	4%	12%	3%	8%	-%
Fairly Satisfied	44	25	*	4	4	-	35	8	33	11	21	22	-
	20%	26%	1%	23%	37%	-%	18%	31%	18%	27%	15%	29% a	-%
Very Satisfied	30	12	1	1	4	1	30	-	29	1	26	4	-
	14%	12%	4%	6%	35%	38%	16%	-%	16%	4%	18% b	6%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	109	46	15	9	1	2	95	14	88	21	71	38	-
	50%	47%	67%	51%	11%	56%	50%	54%	49%	53%	51%	49%	-%
Don't Know (DO NOT READ OUT)	3	2	*	*	-	-	3	-	2	*	2	1	-
	1%	2%	2%	1%	-%	-%	1%	-%	1%	1%	1%	1%	-%
NET: Satisfied	74	37	1	5	8	1	66	8	62	12	47	27	-
	34%	38%	5%	29%	72%	38%	34%	31%	35%	31%	34%	34%	-%
NET: Dissatisfied	21	6	6	3	*	-	20	1	20	1	16	5	-
	10%	6%	26%	16%	2%	-%	10%	5%	11%	4%	11%	7%	-%

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**223**	89	40	92	210	162	216	126	83	74	165	84	2	72	107	217	40
Weighted total	**218**	89	41	84	202	149	210	123	83	73	154	85	3	66	105	215	35
Very Dissatisfied	**8**	2	2	5	8	7	8	7	1	4	2	7	-	-	4	8	-
	4%	*2%*	*4%*	*6%*	*4%*	*4%*	*4%*	*5%* g	*1%*	*6%* g	*1%*	*8%* c	*-%*	*-%*	*4%*	*4%*	*-%*
Fairly Dissatisfied	**13**	10	*	3	11	7	13	1	7	5	7	3	-	5	6	13	-
	6%	*11%* b	*1%*	*4%*	*5%* d	*5%* d	*6%* d	*1%*	*8%* d	*7%* d	*5%* d	*3%*	*-%*	*8%*	*6%*	*6%*	*-%*
Neither Satisfied Nor Dissatisfied	**11**	7	3	1	8	8	8	9	4	4	6	5	3	3	8	10	3
	5%	*8%* c	*8%* c	*1%*	*4%*	*5%*	*4%*	*8%*	*5%*	*5%*	*4%*	*6%*	*94%*	*4%*	*8%*	*5%*	*8%*
Fairly Satisfied	**44**	11	6	25	37	34	41	33	19	16	35	15	*	18	34	42	7
	20%	*13%*	*14%*	*30%* a	*18%*	*23%*	*20%*	*27%*	*23%*	*21%*	*23%*	*18%*	*6%*	*27%*	*32%* b	*20%*	*20%*
Very Satisfied	**30**	9	7	14	30	24	30	11	12	13	20	12	-	8	16	30	5
	14%	*10%*	*17%*	*17%*	*15%*	*16%*	*14%*	*9%*	*14%*	*18%*	*13%*	*14%*	*-%*	*11%*	*15%*	*14%*	*15%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**109**	49	23	36	105	67	107	60	40	30	81	42	-	32	36	109	20
	50%	*55%*	*55%*	*43%*	*52%*	*45%*	*51%*	*49%*	*49%*	*41%*	*52%*	*49%*	*-%*	*48%*	*35%*	*51%* a	*56%* a
Don't Know (DO NOT READ OUT)	**3**	1	1	*	3	3	3	2	1	2	3	2	-	1	1	3	-
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*
NET: Satisfied	**74**	21	13	39	67	58	71	44	30	28	55	27	*	26	50	72	12
	34%	*23%*	*30%*	*46%* a	*33%*	*39%*	*34%*	*36%*	*37%*	*39%*	*36%*	*32%*	*6%*	*39%*	*47%* b	*34%*	*36%*
NET: Dissatisfied	**21**	11	2	8	19	14	21	7	7	9	9	9	-	5	10	21	-
	10%	*13%*	*5%*	*9%*	*9%*	*9%*	*10%*	*6%*	*9%*	*13%*	*6%*	*11%*	*-%*	*8%*	*10%* c	*10%* c	*-%*

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	223	175	152	16	6	196	217	204	219	189	220	-	152	214	46	37	154	32
Weighted total	218	165	135	13	6	194	213	197	214	182	217	-	147	207	32	40	148	30
Very Dissatisfied	8	7	3	*	-	4	8	8	8	4	8	-	5	8	2	6	2	-
	4%	4%	2%	3%	-%	2%	4%	4%	4%	2%	4%	-%	4%	4%	5%	15% bc	2%	-%
Fairly Dissatisfied	13	10	8	-	-	13	11	8	11	8	13	-	10	11	*	*	11	1
	6%	6%	6%	-%	-%	7%	5%	4%	5%	4%	6%	-%	7%	5%	1%	1%	8%	4%
Neither Satisfied Nor Dissatisfied	11	10	4	2	*	10	11	11	11	11	11	-	9	11	3	-	8	3
	5%	6%	3%	15%	4%	5%	5%	6%	5%	6%	5%	-%	6%	5%	10%	-%	6%	10%
Fairly Satisfied	44	32	26	4	-	40	42	37	42	38	43	-	35	40	5	7	32	5
	20%	19%	19%	30%	-%	21%	20%	19%	20%	21%	20%	-%	23%	19%	15%	17%	21%	16%
Very Satisfied	30	24	16	2	2	28	30	29	30	24	30	-	22	28	4	7	22	2
	14%	15%	12%	17%	27%	14%	14%	14%	14%	13%	14%	-%	15%	14%	12%	17%	15%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	109	80	77	5	4	98	109	101	109	95	108	-	66	107	18	19	73	17
	50%	48%	57%	36%	69%	50%	51%	51%	51%	52%	50%	-%	45%	52%	57%	48%	49%	58%
Don't Know (DO NOT READ OUT)	3	3	1	-	-	2	3	3	3	3	3	-	1	2	-	1	*	2
	1%	2%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	2%	*%	6% b
NET: Satisfied	74	56	42	6	2	67	72	66	73	62	74	-	56	68	9	14	53	7
	34%	34%	31%	46%	27%	35%	34%	33%	34%	34%	34%	-%	38%	33%	27%	34%	36%	23%
NET: Dissatisfied	21	17	11	*	-	17	19	16	19	12	21	-	15	19	2	6	14	1
	10%	10%	8%	3%	-%	9%	9%	8%	9%	7%	10%	-%	10%	9%	7%	16%	9%	4%

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	223	29	25	169	150	73	217	6	121	40	223	-	14	38
Weighted total	218	28	27	163	140	78	213	6	114	46	218	-	13	43
Very Dissatisfied	8	2	6	1	8	-	8	-	-	6	8	-	1	-
	4%	6%	22%	*%	6% b	-%	4%	-%	-%	13% a	4%	-%	9%	-%
Fairly Dissatisfied	13	4	-	9	11	2	13	-	2	8	13	-	*	4
	6%	13%	-%	6%	8%	3%	6%	-%	2%	17% a	6%	-%	4%	8%
Neither Satisfied Nor Dissatisfied	11	2	*	9	4	7	11	-	3	4	11	-	2	2
	5%	7%	*%	6%	3%	9% a	5%	-%	2%	9%	5%	-%	14%	4%
Fairly Satisfied	44	3	7	34	23	20	44	-	20	16	44	-	-	17
	20%	11%	26%	21%	17%	26%	21%	-%	17%	35% a	20%	-%	-%	39%
Very Satisfied	30	5	3	22	12	18	29	2	21	2	30	-	*	3
	14%	18%	10%	14%	9%	23% a	13%	29%	19% b	5%	14%	-%	2%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	109	13	11	86	79	31	105	4	66	10	109	-	9	17
	50%	44%	41%	53%	56% b	39%	50%	71%	58% b	21%	50%	-%	71%	40%
Don't Know (DO NOT READ OUT)	3	*	-	2	3	-	3	-	2	-	3	-	-	1
	1%	2%	-%	1%	2%	-%	1%	-%	1%	-%	1%	-%	-%	2%
NET: Satisfied	74	8	10	56	36	38	72	2	41	18	74	-	*	20
	34%	29%	36%	34%	26%	49% a	34%	29%	36%	40%	34%	-%	2%	46%
NET: Dissatisfied	21	5	6	10	19	2	21	-	2	14	21	-	2	4
	10%	19%	22%	6%	13% b	3%	10%	-%	2%	30% a	10%	-%	13%	8%

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

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	a	***b**	***c**
Unweighted total	**223**	46	1	20	36	14	7	16	45	34	26	25
Weighted total	**218**	48	2	19	22	17	7	14	48	31	32	28
Very Dissatisfied	**8**	1	-	-	*	-	-	-	3	3	-	2
	4%	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*6%*	*9%*	*-%*	*9%*
Fairly Dissatisfied	**13**	2	-	2	*	-	-	-	4	-	4	3
	6%	*3%*	*-%*	*13%*	*2%*	*-%*	*-%*	*-%*	*8%*	*-%*	*11%*	*9%*
Neither Satisfied Nor Dissatisfied	**11**	4	-	*	3	-	-	*	7	*	*	-
	5%	*7%*	*-%*	*1%*	*15%*	*-%*	*-%*	*3%*	*15%*	*1%*	*1%*	*-%*
Fairly Satisfied	**44**	17	-	3	7	3	1	*	10	*	9	9
	20%	*35%*	*-%*	*16%*	*32%*	*18%*	*17%*	*1%*	*20%*	*1%*	*29%*	*34%*
Very Satisfied	**30**	3	-	*	4	1	4	1	6	5	7	1
	14%	*6%*	*-%*	*1%*	*18%*	*6%*	*54%*	*5%*	*13%*	*17%*	*23%*	*5%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**109**	21	2	13	7	12	2	13	17	22	11	12
	50%	*44%*	*100%*	*68%*	*30%*	*69%*	*30%*	*90%*	*36%*	*72%*	*36%*	*43%*
Don't Know (DO NOT READ OUT)	**3**	1	-	*	*	1	-	-	*	-	-	-
	1%	*2%*	*-%*	*2%*	*2%*	*7%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**74**	20	-	3	11	4	5	1	16	6	17	11
	34%	*41%*	*-%*	*17%*	*50%*	*24%*	*70%*	*6%*	*34%*	*18%*	*52%*	*39%*
NET: Dissatisfied	**21**	3	-	2	1	-	-	-	7	3	4	5
	10%	*6%*	*-%*	*13%*	*3%*	*-%*	*-%*	*-%*	*14%*	*9%*	*11%*	*18%*

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

QRM5. SUMMARY. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects ...
Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	Aspects	
	Professionalism and handling of any query / complaint	The staff being polite and courteous
Significance Level: 95%	a	b
Unweighted total	223	223
Weighted total	218	218
Very Dissatisfied	20 *9%* b	8 *4%*
Fairly Dissatisfied	23 *11%*	13 *6%*
Neither Satisfied Nor Dissatisfied	24 *11%* b	11 *5%*
Fairly Satisfied	26 *12%*	44 *20%* a
Very Satisfied	8 *4%*	30 *14%* a
Have not Contacted / Not Applicable (DO NOT READ OUT)	114 *52%*	109 *50%*
Don't Know (DO NOT READ OUT)	3 *1%*	3 *1%*
NET: Satisfied	34 *15%*	74 *34%* a
NET: Dissatisfied	43 *20%* b	21 *10%*
Columns Tested: a,b		

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	109	4	7	9	5	8	10	9	6	11	16	13	11	69
Weighted total	104	4	5	20	4	6	11	22	7	11	6	5	4	89
Very Dissatisfied	20	-	2	3	1	*	*	9	-	1	1	1	1	17
	19%	*-%*	*31%*	*13%*	*29%*	*4%*	*3%*	*43%*	*-%*	*12%*	*19%*	*17%*	*24%*	*19%*
Fairly Dissatisfied	23	2	*	7	1	*	2	5	2	2	1	1	-	22
	22%	*47%*	*3%*	*36%*	*36%*	*3%*	*22%*	*23%*	*25%*	*21%*	*9%*	*13%*	*-%*	*25%*
Neither Satisfied Nor Dissatisfied	24	2	*	3	1	2	2	5	3	4	1	*	1	22
	23%	*47%*	*4%*	*14%*	*35%*	*28%*	*22%*	*23%*	*45%*	*32%*	*24%*	*9%*	*24%*	*24%*
Fairly Satisfied	26	*	1	5	-	2	5	3	2	3	2	2	*	21
	25%	*5%*	*28%*	*24%*	*-%*	*43%*	*50%*	*12%*	*28%*	*24%*	*32%*	*44%*	*11%*	*24%*
Very Satisfied	8	-	2	3	-	-	-	-	*	1	-	*	2	6
	8%	*-%*	*31%*	*14%*	*-%*	*-%*	*-%*	*-%*	*3%*	*11%*	*-%*	*9%*	*41%*	*6%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	3	-	*	-	-	1	*	-	-	-	1	*	-	2
	3%	*-%*	*3%*	*-%*	*-%*	*22%*	*2%*	*-%*	*-%*	*-%*	*16%*	*9%*	*-%*	*2%*
NET: Satisfied	34	*	3	7	-	2	5	3	2	4	2	3	2	27
	32%	*5%*	*59%*	*37%*	*-%*	*43%*	*50%*	*12%*	*30%*	*34%*	*32%*	*52%*	*52%*	*30%*
NET: Dissatisfied	43	2	2	10	3	*	3	15	2	4	2	2	1	39
	41%	*47%*	*34%*	*49%*	*65%*	*7%*	*26%*	*65%*	*25%*	*34%*	*29%*	*31%*	*24%*	*44%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	109	8	14	-	7	20	8	48	78	17	4	10	31	46	63
Weighted total	104	7	15	-	4	17	9	46	99	3	1	2	5	51	53
Very Dissatisfied	20	1	5	-	-	*	3	10	19	1	-	*	1	8	12
	19%	18%	32%	-%	-%	2%	33%	23%	19%	37%	-%	19%	25%	15%	23%
Fairly Dissatisfied	23	*	3	-	-	6	5	8	22	*	*	*	1	14	9
	22%	7%	20%	-%	-%	32%	58%	18%	23%	12%	24%	22%	17%	27%	18%
Neither Satisfied Nor Dissatisfied	24	2	3	-	1	8	*	6	23	1	-	*	1	9	16
	23%	28%	21%	-%	33%	48%	2%	14%	23%	29%	-%	20%	22%	17%	29%
Fairly Satisfied	26	2	2	-	1	2	1	16	25	1	*	*	1	16	10
	25%	25%	14%	-%	15%	13%	7%	36%	25%	23%	53%	10%	23%	32%	18%
Very Satisfied	8	1	2	-	*	*	-	4	8	-	-	*	*	4	4
	8%	22%	12%	-%	11%	2%	-%	8%	8%	-%	-%	20%	7%	8%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	*	-	2	*	-	1	3	-	*	*	*	*	2
	3%	-%	1%	-%	41%	3%	-%	1%	3%	-%	23%	10%	7%	1%	5%
NET: Satisfied	34	3	4	-	1	3	1	20	32	1	*	1	2	20	14
	32%	47%	26%	-%	26%	16%	7%	44%	33%	23%	53%	30%	29%	40%	26%
NET: Dissatisfied	43	2	8	-	-	6	8	19	41	1	*	1	2	22	22
	41%	25%	52%	-%	-%	34%	91%	41%	41%	49%	24%	41%	42%	42%	41%

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**109**	39	11	7	9	56	53	7	49	53	32	25	25	7	8	10	1
Weighted total	**104**	55	11	3	2	65	39	10	55	39	42	27	25	3	3	2	*
Very Dissatisfied	**20**	14	1	*	1	11	9	5	6	9	11	3	3	1	*	1	-
	19%	*26%*	*10%*	*8%*	*50%*	*17%*	*23%*	*54%*	*10%*	*23%*	*26%*	*13%*	*12%*	*25%*	*13%*	*52%*	*-%*
Fairly Dissatisfied	**23**	14	3	-	1	16	7	*	16	7	10	8	4	*	2	*	-
	22%	*26%*	*27%*	*-%*	*29%*	*25%*	*19%*	*4%*	*28%*	*19%*	*23%*	*28%*	*15%*	*16%*	*48%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**24**	9	3	1	*	15	9	-	15	9	9	8	4	*	1	1	*
	23%	*16%*	*30%*	*23%*	*10%*	*23%*	*24%*	*-%*	*27%*	*24%*	*20%*	*30%*	*17%*	*14%*	*19%*	*26%*	*100%*
Fairly Satisfied	**26**	14	3	2	-	15	11	4	11	11	11	5	9	-	*	*	-
	25%	*26%*	*29%*	*69%*	*-%*	*23%*	*28%*	*37%*	*20%*	*28%*	*26%*	*19%*	*37%*	*-%*	*7%*	*9%*	*-%*
Very Satisfied	**8**	3	*	-	*	5	2	*	5	2	2	1	3	1	*	*	-
	8%	*5%*	*4%*	*-%*	*11%*	*8%*	*6%*	*4%*	*9%*	*6%*	*4%*	*6%*	*11%*	*40%*	*13%*	*8%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	-	-	3	*	-	3	*	-	1	2	*	-	-	-
	3%	*2%*	*-%*	*-%*	*-%*	*4%*	**%*	*-%*	*5%*	**%*	*-%*	*3%*	*7%*	*6%*	*-%*	*-%*	*-%*
NET: Satisfied	**34**	17	3	2	*	20	13	4	16	13	13	7	12	1	1	*	-
	32%	*31%*	*33%*	*69%*	*11%*	*31%*	*34%*	*42%*	*29%*	*34%*	*30%*	*25%*	*48%*	*40%*	*20%*	*17%*	*-%*
NET: Dissatisfied	**43**	28	4	*	1	27	16	6	21	16	21	11	7	1	2	1	-
	41%	*52%*	*37%*	*8%*	*79%*	*41%*	*41%*	*58%*	*38%*	*41%*	*50%*	*41%*	*27%*	*40%*	*61%*	*57%*	*-%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	**109**	49	8	14	8	5	101	8	91	18	74	35	-
Weighted total	**104**	48	8	11	10	2	92	12	86	19	67	37	-
Very Dissatisfied	**20**	4	4	5	-	1	16	4	16	4	14	6	-
	19%	*9%*	*53%*	*46%*	*-%*	*40%*	*18%*	*30%*	*19%*	*21%*	*21%*	*16%*	*-%*
Fairly Dissatisfied	**23**	12	2	-	5	*	22	1	17	7	10	13	-
	22%	*24%*	*32%*	*-%*	*48%*	*7%*	*24%*	*10%*	*19%*	*36%*	*15%*	*35%* a	*-%*
Neither Satisfied Nor Dissatisfied	**24**	12	-	5	4	1	20	4	20	4	15	9	-
	23%	*24%*	*-%*	*41%*	*39%*	*53%*	*22%*	*35%*	*23%*	*24%*	*23%*	*24%*	*-%*
Fairly Satisfied	**26**	16	*	1	1	-	23	3	23	3	19	7	-
	25%	*34%*	*2%*	*8%*	*12%*	*-%*	*25%*	*26%*	*27%*	*17%*	*28%*	*18%*	*-%*
Very Satisfied	**8**	3	*	*	-	-	8	-	8	-	7	1	-
	8%	*6%*	*6%*	*4%*	*-%*	*-%*	*9%*	*-%*	*9%*	*-%*	*10%*	*3%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	2	*	*	-	-	3	-	3	*	2	1	-
	3%	*4%*	*6%*	*1%*	*-%*	*-%*	*3%*	*-%*	*3%*	*2%*	*3%*	*2%*	*-%*
NET: Satisfied	**34**	19	1	1	1	-	31	3	31	3	26	8	-
	32%	*39%*	*8%*	*12%*	*12%*	*-%*	*33%*	*26%*	*36%*	*17%*	*38%*	*22%*	*-%*
NET: Dissatisfied	**43**	16	6	5	5	1	38	5	33	11	24	19	-
	41%	*33%*	*86%*	*46%*	*48%*	*47%*	*42%*	*40%*	*38%*	*57%*	*36%*	*51%*	*-%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**109**	37	20	51	102	86	106	70	42	45	81	46	2	36	65	106	20
Weighted total	**104**	35	17	51	95	79	101	63	37	45	70	45	3	31	67	104	15
Very Dissatisfied	**20**	5	5	10	20	15	20	14	5	11	6	11	-	3	13	19	2
	19%	*15%*	*28%*	*19%*	*21%* g	*20%*	*19%* g	*22%* g	*14%*	*25%* g	*9%*	*25%*	*-%*	*9%*	*19%*	*19%*	*10%*
Fairly Dissatisfied	**23**	12	4	8	19	16	22	12	8	10	19	11	-	8	16	23	3
	22%	*33%*	*20%*	*16%*	*20%*	*21%*	*21%*	*19%*	*20%*	*21%*	*27%*	*25%*	*-%*	*25%*	*24%*	*23%*	*20%*
Neither Satisfied Nor Dissatisfied	**24**	10	2	13	19	18	23	19	10	12	20	13	3	5	15	24	4
	23%	*28%*	*9%*	*26%*	*20%*	*23%*	*23%*	*31%*	*27%*	*27%*	*29%*	*30%*	*94%*	*16%*	*22%*	*24%*	*24%*
Fairly Satisfied	**26**	5	5	14	26	19	26	13	10	5	15	5	*	13	15	25	6
	25%	*14%*	*31%*	*27%*	*27%* f	*24%*	*26%* f	*22%*	*25%*	*11%*	*21%*	*11%*	*6%*	*43%* a	*23%*	*25%*	*40%*
Very Satisfied	**8**	1	1	5	8	7	8	3	4	5	7	3	-	1	8	8	1
	8%	*4%*	*8%*	*10%*	*8%*	*9%*	*8%*	*4%*	*10%*	*12%*	*10%*	*6%*	*-%*	*4%*	*11%*	*8%*	*6%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	1	1	3	3	3	2	1	2	3	2	-	1	1	3	-
	3%	*4%*	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*-%*	*3%*	*2%*	*3%*	*-%*
NET: Satisfied	**34**	7	7	19	34	26	34	16	13	10	22	7	*	15	23	33	7
	32%	*19%*	*39%*	*37%*	*36%*	*33%*	*33%*	*26%*	*36%*	*23%*	*31%*	*17%*	*6%*	*47%* a	*34%*	*32%*	*46%*
NET: Dissatisfied	**43**	17	8	18	39	32	41	25	13	21	25	22	-	11	29	43	5
	41%	*49%*	*48%*	*35%*	*41%*	*41%*	*41%*	*40%*	*34%*	*46%*	*36%*	*50%*	*-%*	*35%*	*43%*	*41%*	*30%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	b	***c**
Unweighted total	**109**	88	70	11	3	92	106	100	107	90	108	-	77	102	22	23	71	15
Weighted total	**104**	84	58	8	2	91	101	93	102	84	104	-	79	97	14	23	69	13
Very Dissatisfied	**20**	15	13	1	-	15	20	17	20	12	20	-	13	17	3	7	10	4
	19%	*18%*	*22%*	*17%*	*-%*	*16%*	*19%*	*18%*	*19%*	*14%*	*19%*	*-%*	*17%*	*18%*	*22%*	*28%*	*14%*	*30%*
Fairly Dissatisfied	**23**	23	13	2	-	22	21	19	21	18	23	-	18	21	2	4	20	*
	22%	*27%*	*22%*	*20%*	*-%*	*24%*	*20%*	*20%*	*21%*	*22%*	*22%*	*-%*	*23%*	*22%*	*12%*	*16%*	*29%*	*2%*
Neither Satisfied Nor Dissatisfied	**24**	19	12	3	2	21	24	22	24	23	24	-	19	24	4	5	17	3
	23%	*23%*	*20%*	*33%*	*88%*	*23%*	*24%*	*23%*	*24%*	*27%*	*23%*	*-%*	*24%*	*25%*	*31%*	*20%*	*24%*	*24%*
Fairly Satisfied	**26**	19	13	2	*	24	26	25	26	21	26	-	21	24	4	6	17	4
	25%	*22%*	*22%*	*25%*	*12%*	*26%*	*26%*	*27%*	*25%*	*24%*	*25%*	*-%*	*26%*	*24%*	*28%*	*24%*	*24%*	*28%*
Very Satisfied	**8**	5	6	*	-	7	8	8	8	8	8	-	7	8	1	2	6	*
	8%	*6%*	*10%*	*5%*	*-%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*-%*	*8%*	*8%*	*7%*	*7%*	*9%*	*3%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	3	2	-	-	2	3	3	3	3	3	-	1	3	-	1	*	2
	3%	*4%*	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*1%*	*3%*	*-%*	*5%*	**%*	*13%*
NET: Satisfied	**34**	24	19	3	*	31	34	33	34	28	34	-	28	31	5	7	23	4
	32%	*28%*	*32%*	*30%*	*12%*	*34%*	*33%*	*35%*	*33%*	*34%*	*32%*	*-%*	*35%*	*33%*	*35%*	*31%*	*33%*	*31%*
NET: Dissatisfied	**43**	38	26	3	-	37	40	36	41	31	43	-	31	38	5	10	29	4
	41%	*45%*	*44%*	*37%*	*-%*	*40%*	*40%*	*38%*	*40%*	*36%*	*41%*	*-%*	*40%*	*39%*	*34%*	*44%*	*42%*	*31%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	***b**	a	***b**	***a**	***b**
Unweighted total	**109**	12	14	83	67	42	107	2	50	28	109	-	6	20
Weighted total	**104**	15	15	74	56	48	103	2	46	33	104	-	4	23
Very Dissatisfied	**20**	2	9	9	17	3	20	-	1	13	20	-	1	4
	19%	*13%*	*59%*	*12%*	*30%* b	*7%*	*19%*	*-%*	*3%*	*41%*	*19%*	*-%*	*32%*	*19%*
Fairly Dissatisfied	**23**	4	3	16	13	11	23	-	5	9	23	-	2	10
	22%	*28%*	*18%*	*22%*	*23%*	*22%*	*23%*	*-%*	*12%*	*27%*	*22%*	*-%*	*47%*	*44%*
Neither Satisfied Nor Dissatisfied	**24**	4	3	17	11	14	24	-	15	6	24	-	1	4
	23%	*29%*	*20%*	*23%*	*19%*	*28%*	*24%*	*-%*	*33%*	*18%*	*23%*	*-%*	*21%*	*17%*
Fairly Satisfied	**26**	4	*	22	12	14	24	2	16	4	26	-	-	3
	25%	*27%*	*1%*	*29%*	*21%*	*30%*	*24%*	*100%*	*34%*	*13%*	*25%*	*-%*	*-%*	*12%*
Very Satisfied	**8**	-	*	8	2	6	8	-	7	*	8	-	-	1
	8%	*-%*	*1%*	*10%*	*3%*	*12%*	*8%*	*-%*	*15%*	*1%*	*8%*	*-%*	*-%*	*5%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	*	-	3	3	*	3	-	2	-	3	-	-	1
	3%	*3%*	*-%*	*3%*	*4%*	*1%*	*3%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*	*4%*
NET: Satisfied	**34**	4	*	29	14	20	32	2	23	5	34	-	-	4
	32%	*27%*	*2%*	*40%*	*24%*	*42%*	*31%*	*100%*	*49%*	*14%*	*32%*	*-%*	*-%*	*17%*
NET: Dissatisfied	**43**	6	12	25	29	14	43	-	7	22	43	-	3	15
	41%	*41%*	*77%*	*34%*	*52%* b	*29%*	*42%*	*-%*	*15%*	*68%*	*41%*	*-%*	*79%*	*62%*

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	109	24	-	10	20	7	3	4	21	15	16	13
Weighted total	104	25	-	6	16	5	5	1	25	11	19	16
Very Dissatisfied	20	6	-	*	4	-	-	*	5	3	5	3
	19%	*22%*	*-%*	*5%*	*24%*	*-%*	*-%*	*8%*	*19%*	*27%*	*24%*	*22%*
Fairly Dissatisfied	23	9	-	5	5	-	1	*	4	-	*	7
	22%	*38%*	*-%*	*78%*	*32%*	*-%*	*24%*	*37%*	*18%*	*-%*	*1%*	*48%*
Neither Satisfied Nor Dissatisfied	24	5	-	1	3	-	-	-	8	4	5	4
	23%	*19%*	*-%*	*9%*	*20%*	*-%*	*-%*	*-%*	*33%*	*37%*	*24%*	*25%*
Fairly Satisfied	26	3	-	*	3	4	-	*	6	3	8	*
	25%	*11%*	*-%*	*3%*	*21%*	*74%*	*-%*	*17%*	*26%*	*28%*	*43%*	*3%*
Very Satisfied	8	1	-	-	-	*	4	*	1	1	2	-
	8%	*5%*	*-%*	*-%*	*-%*	*3%*	*76%*	*37%*	*3%*	*8%*	*9%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	3	1	-	*	*	1	-	-	*	-	-	*
	3%	*4%*	*-%*	*6%*	*3%*	*23%*	*-%*	*-%*	*2%*	*-%*	*-%*	*3%*
NET: Satisfied	34	4	-	*	3	4	4	1	7	4	10	*
	32%	*16%*	*-%*	*3%*	*21%*	*77%*	*76%*	*55%*	*29%*	*36%*	*51%*	*3%*
NET: Dissatisfied	43	15	-	5	9	-	1	1	9	3	5	11
	41%	*61%*	*-%*	*83%*	*55%*	*-%*	*24%*	*45%*	*36%*	*27%*	*25%*	*70%*

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

Ofcom; Business Postal Tracker

Table 73

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	114	4	7	9	5	9	10	10	6	12	17	14	11	72
Weighted total	109	4	5	20	4	8	8	25	7	13	6	5	4	93
Very Dissatisfied	8	-	2	-	1	-	*	5	-	-	-	*	-	8
	8%	*-%*	*31%*	*-%*	*29%*	*-%*	*2%*	*19%*	*-%*	*-%*	*-%*	*8%*	*-%*	*8%*
Fairly Dissatisfied	13	-	-	7	*	1	-	3	-	1	-	-	*	12
	12%	*-%*	*-%*	*36%*	*6%*	*16%*	*-%*	*11%*	*-%*	*10%*	*-%*	*-%*	*11%*	*13%*
Neither Satisfied Nor Dissatisfied	11	2	*	3	1	-	*	-	2	3	1	*	-	11
	10%	*53%*	*3%*	*14%*	*30%*	*-%*	*2%*	*-%*	*25%*	*23%*	*10%*	*2%*	*-%*	*11%*
Fairly Satisfied	44	2	2	3	*	3	8	15	5	4	1	2	1	40
	40%	*47%*	*31%*	*13%*	*4%*	*35%*	*91%*	*60%*	*73%*	*29%*	*14%*	*36%*	*21%*	*43%*
Very Satisfied	30	-	2	7	1	3	*	3	*	5	4	3	3	21
	28%	*-%*	*31%*	*37%*	*30%*	*33%*	*2%*	*11%*	*3%*	*39%*	*61%*	*53%*	*67%*	*22%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	3	-	*	-	-	1	*	-	-	-	1	-	-	2
	2%	*-%*	*3%*	*-%*	*-%*	*16%*	*2%*	*-%*	*-%*	*-%*	*14%*	*-%*	*-%*	*2%*
NET: Satisfied	74	2	3	10	1	5	8	18	5	9	5	5	4	61
	68%	*47%*	*63%*	*50%*	*35%*	*68%*	*94%*	*70%*	*75%*	*68%*	*75%*	*90%*	*89%*	*65%*
NET: Dissatisfied	21	-	2	7	1	1	*	7	-	1	-	*	*	20
	19%	*-%*	*31%*	*36%*	*35%*	*16%*	*2%*	*30%*	*-%*	*10%*	*-%*	*8%*	*11%*	*22%*

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

Produced by OLR
OFC1885
Issue date: 18/01/16

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	114	8	14	2	7	21	8	50	82	18	5	9	32	49	65
Weighted total	109	7	15	4	4	17	9	47	104	3	1	2	5	54	55
Very Dissatisfied	8	1	3	-	-	-	2	2	8	*	-	-	*	2	7
	8%	18%	17%	-%	-%	-%	27%	4%	8%	6%	-%	-%	3%	3%	12%
Fairly Dissatisfied	13	-	-	-	-	2	3	9	13	-	-	*	*	10	3
	12%	-%	-%	-%	-%	10%	31%	18%	12%	-%	-%	15%	4%	19% b	5%
Neither Satisfied Nor Dissatisfied	11	2	2	-	-	2	-	3	10	1	-	*	1	6	5
	10%	25%	11%	-%	-%	13%	-%	7%	10%	33%	-%	22%	25% a	11%	10%
Fairly Satisfied	44	-	5	4	1	9	3	20	42	1	1	*	2	23	20
	40%	-%	35%	100%	15%	55%	36%	42%	40%	38%	80%	11%	37%	43%	37%
Very Satisfied	30	4	5	-	2	3	1	13	29	1	-	1	1	13	17
	28%	56%	36%	-%	44%	19%	6%	28%	28%	22%	-%	40%	24%	24%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	*	-	2	*	-	*	2	-	*	*	*	*	2
	2%	-%	1%	-%	41%	3%	-%	*%	2%	-%	20%	11%	7%	1%	4%
NET: Satisfied	74	4	11	4	2	12	4	33	71	2	1	1	3	36	38
	68%	56%	71%	100%	59%	74%	42%	70%	68%	60%	80%	52%	61%	67%	69%
NET: Dissatisfied	21	1	3	-	-	2	5	11	21	*	-	*	*	12	9
	19%	18%	17%	-%	-%	10%	58%	23%	20%	6%	-%	15%	8%	22%	17%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**114**	41	11	7	9	61	53	8	53	53	37	26	25	7	8	9	1
Weighted total	**109**	57	11	3	2	70	39	11	59	39	49	27	23	3	3	2	*
Very Dissatisfied	**8**	5	*	-	-	4	4	2	3	4	3	3	2	*	-	-	-
	8%	*8%*	*2%*	*-%*	*-%*	*6%*	*10%*	*15%*	*5%*	*10%*	*6%*	*11%*	*10%*	*6%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**13**	11	*	-	*	12	1	5	7	1	7	5	-	-	1	-	-
	12%	*19%*	*4%*	*-%*	*13%*	*18%* b	*2%*	*44%*	*13%* c	*2%*	*15%*	*19%*	*-%*	*-%*	*21%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**11**	*	4	-	*	9	3	*	8	3	8	3	*	-	*	1	-
	10%	*1%*	*41%*	*-%*	*10%*	*13%*	*7%*	*4%*	*14%*	*7%*	*15%*	*11%*	*1%*	*-%*	*7%*	*28%*	*-%*
Fairly Satisfied	**44**	24	*	3	1	24	20	-	24	20	23	6	12	*	1	1	-
	40%	*43%*	*2%*	*96%*	*45%*	*34%*	*50%*	*-%*	*41%*	*50%*	*46%*	*23%*	*50%*	*16%*	*18%*	*30%*	*-%*
Very Satisfied	**30**	15	5	*	1	18	12	4	14	12	9	9	7	2	2	1	*
	28%	*27%*	*51%*	*4%*	*32%*	*26%*	*32%*	*37%*	*24%*	*32%*	*18%*	*33%*	*32%*	*73%*	*54%*	*43%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	-	-	2	*	-	2	*	-	1	1	*	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*3%*	**%*	*-%*	*4%*	**%*	*-%*	*3%*	*6%*	*6%*	*-%*	*-%*	*-%*
NET: Satisfied	**74**	40	6	3	1	42	32	4	38	32	32	15	19	3	2	1	*
	68%	*70%*	*53%*	*100%*	*77%*	*60%*	*82%* a	*37%*	*64%*	*82%* b	*64%*	*56%*	*83%*	*88%*	*72%*	*72%*	*100%*
NET: Dissatisfied	**21**	16	1	-	*	17	4	6	10	4	10	8	2	*	1	-	-
	19%	*28%*	*6%*	*-%*	*13%*	*24%*	*11%*	*59%*	*17%*	*11%*	*20%*	*30%*	*10%*	*6%*	*21%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	**114**	53	8	12	8	5	106	8	96	18	79	35	-
Weighted total	**109**	53	8	9	10	2	97	12	90	19	69	40	-
Very Dissatisfied	**8**	1	4	2	-	-	7	1	7	1	7	1	-
	8%	*1%*	*47%*	*27%*	*-%*	*-%*	*7%*	*10%*	*8%*	*7%*	*10%*	*4%*	*-%*
Fairly Dissatisfied	**13**	5	2	*	*	-	13	-	13	-	9	4	-
	12%	*10%*	*31%*	*5%*	*2%*	*-%*	*13%*	*-%*	*14%*	*-%*	*13%*	*10%*	*-%*
Neither Satisfied Nor Dissatisfied	**11**	8	*	1	2	*	9	3	7	5	5	7	-
	10%	*15%*	*1%*	*7%*	*16%*	*14%*	*9%*	*22%*	*7%*	*25%*	*7%*	*16%*	*-%*
Fairly Satisfied	**44**	25	*	4	4	-	35	8	33	11	21	22	-
	40%	*48%*	*2%*	*47%*	*42%*	*-%*	*37%*	*68%*	*36%*	*57%*	*31%*	*56%* a	*-%*
Very Satisfied	**30**	12	1	1	4	1	30	-	29	1	26	4	-
	28%	*22%*	*12%*	*12%*	*40%*	*86%*	*31%*	*-%*	*32%*	*8%*	*37%* b	*11%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	2	*	*	-	-	3	-	2	*	2	1	-
	2%	*4%*	*6%*	*2%*	*-%*	*-%*	*3%*	*-%*	*2%*	*2%*	*2%*	*2%*	*-%*
NET: Satisfied	**74**	37	1	5	8	1	66	8	62	12	47	27	-
	68%	*70%*	*14%*	*58%*	*81%*	*86%*	*68%*	*68%*	*68%*	*65%*	*68%*	*68%*	*-%*
NET: Dissatisfied	**21**	6	6	3	*	-	20	1	20	1	16	5	-
	19%	*11%*	*78%*	*33%*	*2%*	*-%*	*21%*	*10%*	*22%*	*7%*	*23%*	*14%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	114	43	21	49	105	87	109	69	45	44	85	45	2	39	65	109	20
Weighted total	109	41	19	48	97	81	103	63	42	43	73	43	3	34	69	106	15
Very Dissatisfied	8	2	2	5	8	7	8	7	1	4	2	7	-	-	4	8	-
	8%	*4%*	*10%*	*10%*	*8%*	*8%*	*8%*	*10%* g	*1%*	*10%*	*2%*	*15%* c	*-%*	*-%*	*6%*	*8%*	*-%*
Fairly Dissatisfied	13	10	*	3	11	7	13	1	7	5	7	3	-	5	6	13	-
	12%	*24%* c	*1%*	*7%*	*11%* d	*9%* d	*13%* d	*1%*	*16%* d	*12%* d	*10%* d	*7%*	*-%*	*15%*	*8%*	*12%*	*-%*
Neither Satisfied Nor Dissatisfied	11	7	3	1	8	8	8	9	4	4	6	5	3	3	8	10	3
	10%	*18%* c	*19%*	*1%*	*9%*	*10%*	*8%*	*15%*	*9%*	*9%*	*9%*	*12%*	*94%*	*8%*	*12%*	*9%*	*19%*
Fairly Satisfied	44	11	6	25	37	34	41	33	19	16	35	15	*	18	34	42	7
	40%	*28%*	*30%*	*52%* a	*38%*	*42%*	*40%*	*53%*	*44%*	*36%*	*48%*	*36%*	*6%*	*52%*	*49%*	*40%*	*46%*
Very Satisfied	30	9	7	14	30	24	30	11	12	13	20	12	-	8	16	30	5
	28%	*23%*	*37%*	*29%*	*31%* d	*29%*	*29%*	*17%*	*28%*	*30%*	*28%*	*27%*	*-%*	*22%*	*23%*	*29%*	*35%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	3	1	1	*	3	3	3	2	1	2	3	2	-	1	1	3	-
	2%	*4%*	*3%*	*1%*	*3%*	*3%*	*2%*	*3%*	*1%*	*4%*	*3%*	*4%*	*-%*	*2%*	*1%*	*2%*	*-%*
NET: Satisfied	74	21	13	39	67	58	71	44	30	28	55	27	*	26	50	72	12
	68%	*51%*	*67%*	*82%* a	*69%*	*71%*	*69%*	*70%*	*72%*	*66%*	*76%*	*62%*	*6%*	*75%*	*72%*	*68%*	*81%*
NET: Dissatisfied	21	11	2	8	19	14	21	7	7	9	9	9	-	5	10	21	-
	19%	*28%*	*11%*	*16%*	*19%*	*17%*	*20%*	*12%*	*17%*	*22%*	*12%*	*22%*	*-%*	*15%*	*15%*	*20%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Unweighted total	114	91	71	11	3	97	110	103	111	94	112	-	79	106	21	22	77	15
Weighted total	109	85	58	8	2	96	105	96	105	88	109	-	81	100	14	21	75	13
Very Dissatisfied	8	7	3	*	-	4	8	8	8	4	8	-	5	8	2	6	2	-
	8%	8%	5%	5%	-%	4%	8%	9%	8%	5%	8%	-%	6%	8%	12%	28%	3%	-%
Fairly Dissatisfied	13	10	8	-	-	13	11	8	11	8	13	-	10	11	*	*	11	1
	12%	12%	14%	-%	-%	13%	10%	9%	10%	9%	12%	-%	12%	11%	3%	2%	15%	9%
Neither Satisfied Nor Dissatisfied	11	10	4	2	*	10	11	11	11	11	11	-	9	11	3	-	8	3
	10%	11%	7%	23%	12%	10%	11%	12%	11%	13%	10%	-%	11%	11%	23%	-%	11%	23%
Fairly Satisfied	44	32	26	4	-	40	42	37	42	38	43	-	35	40	5	7	32	5
	40%	37%	44%	46%	-%	41%	40%	39%	40%	44%	40%	-%	43%	40%	35%	33%	42%	39%
Very Satisfied	30	24	16	2	2	28	30	29	30	24	30	-	22	28	4	7	22	2
	28%	29%	28%	26%	88%	29%	29%	30%	29%	27%	28%	-%	27%	28%	27%	33%	29%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	3	1	-	-	2	3	3	3	3	3	-	1	2	-	1	*	2
	2%	3%	2%	-%	-%	2%	2%	3%	2%	3%	2%	-%	1%	2%	-%	3%	*%	13%
NET: Satisfied	74	56	42	6	2	67	72	66	73	62	74	-	56	68	9	14	53	7
	68%	66%	72%	72%	88%	70%	69%	69%	69%	71%	68%	-%	69%	68%	62%	66%	71%	54%
NET: Dissatisfied	21	17	11	*	-	17	19	16	19	12	21	-	15	19	2	6	14	1
	19%	20%	19%	5%	-%	18%	18%	17%	18%	14%	19%	-%	19%	19%	15%	31%	18%	9%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	b	a	***b**	a	b	a	***b**	***a**	***b**
Unweighted total	**114**	13	14	87	70	44	112	2	52	31	114	-	6	20
Weighted total	**109**	16	16	77	61	48	107	2	48	36	109	-	4	26
Very Dissatisfied	**8**	2	6	1	8	-	8	-	-	6	8	-	1	-
	8%	*10%*	*38%*	*1%*	*13%* b	*-%*	*8%*	*-%*	*-%*	*16%* a	*8%*	*-%*	*32%*	*-%*
Fairly Dissatisfied	**13**	4	-	9	11	2	13	-	2	8	13	-	*	4
	12%	*23%*	*-%*	*12%*	*17%*	*5%*	*12%*	*-%*	*5%*	*22%* a	*12%*	*-%*	*13%*	*14%*
Neither Satisfied Nor Dissatisfied	**11**	2	*	9	4	7	11	-	3	4	11	-	2	2
	10%	*12%*	*1%*	*12%*	*7%*	*15%*	*11%*	*-%*	*6%*	*11%*	*10%*	*-%*	*49%*	*7%*
Fairly Satisfied	**44**	3	7	34	23	20	44	-	20	16	44	-	-	17
	40%	*19%*	*44%*	*43%*	*38%*	*42%*	*41%*	*-%*	*42%*	*44%*	*40%*	*-%*	*-%*	*65%*
Very Satisfied	**30**	5	3	22	12	18	29	2	21	2	30	-	*	3
	28%	*33%*	*18%*	*29%*	*20%*	*37%*	*27%*	*100%*	*44%* b	*7%*	*28%*	*-%*	*6%*	*11%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	*	-	2	3	-	3	-	2	-	3	-	-	1
	2%	*3%*	*-%*	*3%*	*4%*	*-%*	*2%*	*-%*	*3%*	*-%*	*2%*	*-%*	*-%*	*3%*
NET: Satisfied	**74**	8	10	56	36	38	72	2	41	18	74	-	*	20
	68%	*52%*	*62%*	*72%*	*59%*	*80%* a	*67%*	*100%*	*86%* b	*51%*	*68%*	*-%*	*6%*	*76%*
NET: Dissatisfied	**21**	5	6	10	19	2	21	-	2	14	21	-	2	4
	19%	*33%*	*38%*	*13%*	*31%* b	*5%*	*20%*	*-%*	*5%*	*38%* a	*19%*	*-%*	*45%*	*14%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	**114**	24	-	10	20	7	3	5	25	14	17	13
Weighted total	**109**	27	-	6	16	5	5	1	30	9	21	16
Very Dissatisfied	**8**	1	-	-	*	-	-	-	3	3	-	2
	8%	*4%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*9%*	*33%*	*-%*	*15%*
Fairly Dissatisfied	**13**	2	-	2	*	-	-	-	4	-	4	3
	12%	*6%*	*-%*	*39%*	*3%*	*-%*	*-%*	*-%*	*13%*	*-%*	*17%*	*16%*
Neither Satisfied Nor Dissatisfied	**11**	4	-	*	3	-	-	*	7	*	*	-
	10%	*13%*	*-%*	*2%*	*21%*	*-%*	*-%*	*32%*	*23%*	*2%*	*2%*	*-%*
Fairly Satisfied	**44**	17	-	3	7	3	1	*	10	*	9	9
	40%	*62%*	*-%*	*51%*	*46%*	*56%*	*24%*	*15%*	*32%*	*4%*	*46%*	*60%*
Very Satisfied	**30**	3	-	*	4	1	4	1	6	5	7	1
	28%	*11%*	*-%*	*3%*	*26%*	*21%*	*76%*	*53%*	*21%*	*61%*	*35%*	*9%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	*	*	1	-	-	*	-	-	-
	2%	*3%*	*-%*	*6%*	*3%*	*23%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**74**	20	-	3	11	4	5	1	16	6	17	11
	68%	*73%*	*-%*	*54%*	*72%*	*77%*	*100%*	*68%*	*53%*	*65%*	*81%*	*69%*
NET: Dissatisfied	**21**	3	-	2	1	-	-	-	7	3	4	5
	19%	*11%*	*-%*	*39%*	*4%*	*-%*	*-%*	*-%*	*22%*	*33%*	*17%*	*31%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QRM5. SUMMARY. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects ...
Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	Aspects	
	Professionalism and handling of any query / complaint	The staff being polite and courteous
Significance Level: 95%	a	b
Unweighted total	109	114
Weighted total	104	109
Very Dissatisfied	20 *19%* b	8 *8%*
Fairly Dissatisfied	23 *22%* b	13 *12%*
Neither Satisfied Nor Dissatisfied	24 *23%* b	11 *10%*
Fairly Satisfied	26 *25%*	44 *40%* a
Very Satisfied	8 *8%*	30 *28%* a
Have not Contacted / Not Applicable (DO NOT READ OUT)	- *-%*	- *-%*
Don't Know (DO NOT READ OUT)	3 *3%*	3 *2%*
NET: Satisfied	34 *32%*	74 *68%* a
NET: Dissatisfied	43 *41%* b	21 *19%*
Columns Tested: a,b		

Ofcom; Business Postal Tracker

Table 75

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	391	27	30	20	21	27	30	29	25	29	55	59	39	238
Weighted total	392	32	35	41	22	28	59	64	27	29	20	22	13	337
Very low	6	-	-	-	-	-	-	5	-	-	*	1	-	5
	2%	-%	-%	-%	-%	-%	-%	7%	-%	-%	2%	4%	-%	1%
Quite low	10	1	-	5	-	-	-	2	-	-	-	2	-	9
	3%	5%	-%	11%	-%	-%	-%	4%	-%	-%	-%	8%	-%	3%
												jm		
Neither low nor high	56	6	6	5	3	4	10	9	5	3	2	2	1	51
	14%	20%	18%	11%	12%	15%	17%	15%	19%	9%	9%	9%	11%	15%
Quite high	176	18	17	15	7	14	27	26	8	20	8	9	7	152
	45%	57%	48%	36%	30%	49%	47%	40%	30%	69%	43%	40%	57%	45%
Very high	140	6	12	15	13	10	22	22	14	6	9	9	4	119
	36%	19%	34%	35%	57%	37%	37%	34%	51%	21%	46%	39%	32%	35%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	1%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
NET: High	317	24	29	29	19	24	49	48	22	26	17	17	11	270
	81%	76%	82%	71%	88%	85%	83%	74%	81%	91%	89%	79%	89%	80%
NET: Low	16	1	-	5	-	-	-	7	-	-	*	3	-	13
	4%	5%	-%	11%	-%	-%	-%	11%	-%	-%	2%	12%	-%	4%
												jlm		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**391**	40	34	5	34	85	18	161	306	56	11	18	85	178	213
Weighted total	**392**	35	37	3	29	92	24	160	376	10	2	3	16	199	193
Very low	**6**	2	-	-	-	-	2	1	6	-	-	-	-	-	6
	2%	*7%*	*-%*	*-%*	*-%*	*-%*	*10%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*
		eg													a
Quite low	**10**	-	1	-	*	*	2	6	10	-	-	-	-	7	4
	3%	*-%*	*4%*	*-%*	*1%*	*%*	*10%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*
Neither low nor high	**56**	2	7	-	1	13	4	26	53	2	*	1	3	35	21
	14%	*6%*	*20%*	*-%*	*5%*	*14%*	*18%*	*16%*	*14%*	*18%*	*18%*	*26%*	*20%*	*18%*	*11%*
Quite high	**176**	17	11	2	11	43	10	74	169	4	1	2	7	82	94
	45%	*48%*	*29%*	*84%*	*39%*	*47%*	*44%*	*47%*	*45%*	*40%*	*67%*	*49%*	*46%*	*41%*	*49%*
Very high	**140**	14	17	*	16	35	4	50	135	4	*	1	5	73	67
	36%	*39%*	*46%*	*16%*	*54%*	*38%*	*19%*	*31%*	*36%*	*41%*	*14%*	*25%*	*34%*	*37%*	*35%*
					g										
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
NET: High	**317**	31	28	3	27	78	15	124	304	8	2	2	13	155	162
	81%	*87%*	*76%*	*100%*	*93%*	*85%*	*63%*	*78%*	*81%*	*82%*	*82%*	*74%*	*80%*	*78%*	*84%*
					bg										
NET: Low	**16**	2	1	-	*	*	5	7	16	-	-	-	-	7	10
	4%	*7%*	*4%*	*-%*	*1%*	*%*	*20%*	*4%*	*4%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*
		e													

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	a	b	c	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**391**	170	22	28	7	297	94	104	193	94	214	73	46	21	17	10	2
Weighted total	**392**	198	16	20	1	303	89	108	195	89	243	62	45	17	9	2	3
Very low	**6**	5	1	-	-	3	3	*	2	3	*	3	2	-	-	*	-
	2%	*3%*	*5%*	*-%*	*-%*	*1%*	*4%*	**%*	*1%*	*4%*	**%*	*4%* a	*5%* a	*-%*	*-%*	*21%*	*-%*
Quite low	**10**	7	-	-	-	6	4	2	4	4	5	1	*	1	-	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*2%*	*4%*	*2%*	*2%*	*4%*	*2%*	*1%*	*1%*	*9%*	*-%*	*-%*	*-%*
Neither low nor high	**56**	35	4	4	1	38	19	11	27	19	36	10	7	*	2	1	*
	14%	*18%*	*22%*	*23%*	*70%*	*12%*	*21%* a	*10%*	*14%*	*21%* a	*15%*	*15%*	*15%*	*3%*	*25%*	*42%*	*16%*
Quite high	**176**	75	10	10	*	130	46	45	85	46	110	24	19	9	3	1	2
	45%	*38%*	*60%*	*53%*	*30%*	*43%*	*52%*	*42%*	*43%*	*52%*	*45%*	*39%*	*42%*	*55%*	*36%*	*27%*	*84%*
Very high	**140**	76	2	2	-	126	14	49	77	14	91	25	16	3	4	*	-
	36%	*38%*	*13%*	*12%*	*-%*	*42%* b	*16%*	*45%* c	*40%* c	*16%*	*38%*	*40%*	*37%*	*19%*	*38%*	*10%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*12%*	*-%*	*-%*	*3%* a	*-%*	*-%*	*3%* b	*-%*	*-%*	*-%*	*14%*	*-%*	*-%*	*-%*
NET: High	**317**	151	12	13	*	256	61	94	162	61	201	49	35	12	7	1	2
	81%	*76%*	*73%*	*65%*	*30%*	*84%* b	*68%*	*87%* c	*83%* c	*68%*	*83%*	*79%*	*79%*	*74%*	*75%*	*37%*	*84%*
NET: Low	**16**	12	1	-	-	9	7	3	6	7	6	4	3	1	-	*	-
	4%	*6%*	*5%*	*-%*	*-%*	*3%*	*8%* a	*3%*	*3%*	*8%*	*2%*	*6%*	*6%*	*9%*	*-%*	*21%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**391**	152	21	12	9	13	357	34	347	44	308	83	-
Weighted total	**392**	138	32	16	10	11	348	43	334	57	296	95	-
Very low	**6**	3	-	2	-	*	6	-	6	-	6	*	-
	2%	*2%*	*-%*	*15%*	*-%*	*4%*	*2%*	*-%*	*2%*	*-%*	*2%*	**%*	*-%*
Quite low	**10**	2	2	-	-	-	8	2	8	2	8	2	-
	3%	*2%*	*7%*	*-%*	*-%*	*-%*	*2%*	*5%*	*2%*	*4%*	*3%*	*2%*	*-%*
Neither low nor high	**56**	25	14	3	1	3	49	8	44	13	34	22	-
	14%	*18%*	*42%*	*18%*	*14%*	*25%*	*14%*	*18%*	*13%*	*22%*	*12%*	*23%* a	*-%*
Quite high	**176**	60	10	6	8	7	149	27	145	31	130	46	-
	45%	*44%*	*32%*	*37%*	*72%*	*68%*	*43%*	*62%* a	*43%*	*54%*	*44%*	*48%*	*-%*
Very high	**140**	48	6	2	1	*	134	6	129	12	119	22	-
	36%	*35%*	*19%*	*15%*	*14%*	*3%*	*39%* b	*15%*	*39%* b	*20%*	*40%* b	*23%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	2	-	2	-	-	2	-
	1%	*-%*	*-%*	*15%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%* a	*-%*
NET: High	**317**	108	16	8	9	8	283	33	274	42	249	68	-
	81%	*78%*	*50%*	*52%*	*86%*	*71%*	*81%*	*77%*	*82%*	*74%*	*84%* b	*71%*	*-%*
NET: Low	**16**	5	2	2	-	*	14	2	14	2	14	3	-
	4%	*4%*	*7%*	*15%*	*-%*	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**391**	220	60	109	359	234	372	162	100	90	261	107	1	98	150	374	49
Weighted total	**392**	216	63	111	351	206	368	168	84	102	246	121	*	84	155	376	42
Very low	**6**	*	-	6	6	6	6	6	1	*	4	3	-	3	3	6	*
	2%	**%*	*-%*	*5%* a	*2%*	*3%*	*2%*	*3%*	*1%*	**%*	*1%*	*2%*	*-%*	*3%*	*2%*	*2%*	*1%*
Quite low	**10**	6	-	5	8	5	8	3	5	3	5	1	-	4	3	10	-
	3%	*3%*	*-%*	*4%*	*2%*	*2%*	*2%*	*2%*	*6%*	*3%*	*2%*	*1%*	*-%*	*5%*	*2%*	*3%*	*-%*
Neither low nor high	**56**	26	11	19	54	36	56	35	15	21	39	29	-	16	25	56	8
	14%	*12%*	*18%*	*17%*	*15%*	*18%*	*15%*	*21%*	*18%*	*21%*	*16%*	*24%*	*-%*	*19%*	*16%*	*15%*	*20%*
Quite high	**176**	102	30	42	147	92	156	73	39	50	107	53	*	35	64	165	28
	45%	*47%*	*49%*	*38%*	*42%*	*45%*	*42%*	*43%*	*46%*	*49%*	*43%*	*44%*	*100%*	*42%*	*41%*	*44%*	*65%* ab
Very high	**140**	82	21	37	134	64	139	50	23	25	91	33	-	26	58	136	4
	36%	*38%*	*33%*	*33%*	*38%* ef	*31%*	*38%* ef	*29%*	*27%*	*24%*	*37%* f	*27%*	*-%*	*31%*	*38%* c	*36%* c	*8%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	2	2	2	2	2	-	2	-	-	2	2	2
	1%	*-%*	*-%*	*2%* a	*1%*	*1%*	*1%*	*1%*	*3%* g	*2%* g	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*6%* b
NET: High	**317**	184	51	80	281	156	295	122	61	74	198	86	*	61	122	301	31
	81%	*85%* c	*82%*	*72%*	*80%*	*76%*	*80%*	*73%*	*73%*	*73%*	*81%*	*71%*	*100%*	*73%*	*79%*	*80%*	*74%*
NET: Low	**16**	6	-	10	14	11	14	9	6	4	9	4	-	7	6	16	*
	4%	*3%*	*-%*	*9%* ab	*4%*	*5%*	*4%*	*5%*	*7%*	*4%*	*4%*	*3%*	*-%*	*8%*	*4%*	*4%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**391**	302	244	23	5	354	383	324	384	305	376	1	239	377	62	41	308	41
Weighted total	**392**	299	239	25	5	350	382	308	382	286	375	2	228	369	56	51	294	44
Very low	**6**	6	3	-	-	6	6	6	6	3	6	-	3	6	*	3	3	-
	2%	*2%*	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*5%* b	*1%*	*-%*
Quite low	**10**	6	5	*	-	7	10	7	10	7	10	-	2	8	-	3	6	1
	3%	*2%*	*2%*	*2%*	*-%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*-%*	*1%*	*2%*	*-%*	*5%*	*2%*	*3%*
Neither low nor high	**56**	52	40	9	2	42	54	47	54	48	55	-	48	52	12	5	42	9
	14%	*18%*	*17%*	*38%*	*43%*	*12%*	*14%*	*15%*	*14%*	*17%*	*15%*	*-%*	*21%* b	*14%*	*22%*	*10%*	*14%*	*21%*
Quite high	**176**	126	101	10	3	156	172	141	172	131	173	-	106	170	29	25	133	18
	45%	*42%*	*42%*	*42%*	*57%*	*45%*	*45%*	*46%*	*45%*	*46%*	*46%*	*-%*	*46%*	*46%*	*53%*	*50%*	*45%*	*41%*
Very high	**140**	107	88	4	-	136	138	104	138	94	128	2	67	131	14	15	108	15
	36%	*36%*	*37%*	*18%*	*-%*	*39%*	*36%*	*34%*	*36%*	*33%*	*34%*	*100%*	*29%*	*35%*	*25%*	*29%*	*37%*	*35%*
Don't Know (DO NOT READ OUT)	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
NET: High	**317**	233	188	15	3	292	309	245	310	225	302	2	172	301	43	40	240	33
	81%	*78%*	*79%*	*60%*	*57%*	*83%*	*81%*	*80%*	*81%*	*79%*	*80%*	*100%*	*76%*	*82%*	*78%*	*79%*	*82%*	*76%*
NET: Low	**16**	12	8	*	-	14	16	13	16	10	16	-	5	14	*	6	9	1
	4%	*4%*	*4%*	*2%*	*-%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*2%*	*4%*	*1%*	*11%* b	*3%*	*3%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	**391**	33	25	332	243	148	371	20	305	20	85	306	15	44
Weighted total	**392**	44	25	322	256	135	367	24	291	26	90	301	14	46
Very low	**6**	-	2	4	4	2	4	2	2	3	3	3	-	*
	2%	*-%*	*9%*	*1%*	*1%*	*2%*	*1%*	*10%*	*1%*	*13%*	*4%*	*1%*	*-%*	*1%*
Quite low	**10**	-	5	6	9	1	10	-	*	6	10	*	-	2
	3%	*-%*	*19%*	*2%*	*4%*	*1%*	*3%*	*-%*	**%*	*22%*	*11%* b	**%*	*-%*	*5%*
Neither low nor high	**56**	7	9	41	40	16	56	-	12	10	36	20	3	13
	14%	*16%*	*34%*	*13%*	*16%*	*12%*	*15%*	*-%*	*4%*	*39%*	*40%* b	*7%*	*21%*	*28%*
Quite high	**176**	31	3	142	114	63	167	9	144	2	30	146	9	17
	45%	*70%* c	*11%*	*44%*	*44%*	*46%*	*45%*	*38%*	*50%*	*8%*	*34%*	*48%* a	*60%*	*36%*
Very high	**140**	6	7	128	87	53	128	13	132	2	8	132	*	14
	36%	*14%*	*27%*	*40%* a	*34%*	*39%*	*35%*	*52%*	*45%*	*9%*	*9%*	*44%* a	*2%*	*30%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	-	2	-	-	2	2	-	2	-
	1%	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*9%*	*3%* b	*-%*	*16%*	*-%*
NET: High	**317**	37	10	270	201	116	295	22	276	4	39	278	9	30
	81%	*84%*	*38%*	*84%*	*78%*	*86%*	*80%*	*90%*	*95%*	*17%*	*43%*	*92%* a	*63%*	*66%*
NET: Low	**16**	-	7	9	13	3	14	2	3	9	13	3	-	3
	4%	*-%*	*28%*	*3%*	*5%*	*2%*	*4%*	*10%*	*1%*	*34%*	*15%* b	*1%*	*-%*	*6%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month		
	TOTAL	Satisfied	Dissatisfied	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**391**	47	3	142	110	139
Weighted total	**392**	48	4	118	131	143
Very low	**6**	*	-	*	-	6
	2%	*1%*	*-%*	**%*	*-%*	*4%*
						ab
Quite low	**10**	2	-	*	6	4
	3%	*5%*	*-%*	**%*	*5%*	*3%*
					a	
Neither low nor high	**56**	16	-	19	15	22
	14%	*33%*	*-%*	*16%*	*11%*	*16%*
Quite high	**176**	17	4	48	63	66
	45%	*34%*	*100%*	*40%*	*48%*	*46%*
Very high	**140**	13	-	48	47	45
	36%	*27%*	*-%*	*41%*	*36%*	*32%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*
NET: High	**317**	30	4	95	110	111
	81%	*62%*	*100%*	*81%*	*84%*	*78%*
NET: Low	**16**	3	-	1	6	9
	4%	*6%*	*-%*	*1%*	*5%*	*6%*
					a	a
Columns Tested: a,b - a,b,c						

Ofcom; Business Postal Tracker

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1185**	60	99	63	70	89	106	82	76	82	155	164	139	727
Weighted total	**1192**	72	122	132	70	86	188	182	92	84	56	60	48	1027
Very low	**77**	6	16	8	9	1	8	12	5	3	3	3	2	68
	6%	*9%*	*13%*	*6%*	*12%*	*2%*	*5%*	*7%*	*6%*	*3%*	*5%*	*5%*	*5%*	*7%*
		e	**efijklm**		**eijl**									
Quite low	**132**	8	14	23	7	8	30	20	2	9	4	3	3	121
	11%	*12%*	*11%*	*18%*	*9%*	*9%*	*16%*	*11%*	*2%*	*10%*	*7%*	*6%*	*7%*	*12%*
		h	h	**hjkl**			**hjkl**	h		h				**hk**
Neither low nor high	**408**	34	38	33	18	30	56	71	36	36	17	21	19	351
	34%	*47%*	*31%*	*25%*	*26%*	*34%*	*30%*	*39%*	*40%*	*43%*	*30%*	*35%*	*40%*	*34%*
		bcdfjm								**cd**			**cd**	
Quite high	**384**	16	36	46	24	29	56	61	34	21	21	23	16	324
	32%	*23%*	*29%*	*35%*	*35%*	*34%*	*30%*	*34%*	*38%*	*25%*	*37%*	*39%*	*34%*	*32%*
											a	**ai**		
Very high	**181**	7	17	22	11	18	38	16	12	14	12	9	7	154
	15%	*10%*	*14%*	*17%*	*16%*	*21%*	*20%*	*9%*	*13%*	*17%*	*21%*	*15%*	*14%*	*15%*
						g	g				g			
Don't Know (DO NOT READ OUT)	**9**	-	2	-	1	*	-	2	2	1	-	*	-	9
	1%	*-%*	*1%*	*-%*	*2%*	**%*	*-%*	*1%*	*2%*	*2%*	*-%*	*1%*	*-%*	*1%*
NET: High	**566**	24	53	68	35	47	94	77	46	35	33	32	23	478
	47%	*33%*	*43%*	*51%*	*50%*	*54%*	*50%*	*42%*	*51%*	*42%*	*58%*	*53%*	*48%*	*47%*
				a	a	a	a		a		**abgim**	a		a
NET: Low	**209**	15	30	31	15	9	39	32	7	11	7	7	6	190
	18%	*20%*	*24%*	*24%*	*22%*	*11%*	*21%*	*18%*	*8%*	*13%*	*12%*	*11%*	*12%*	*18%*
		h	**ehjkl**	**ehjkl**	**hjk**		**hjk**							**hjk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1185	119	112	16	91	278	54	481	899	181	55	50	286	507	678
Weighted total	1192	119	102	16	88	306	59	459	1145	30	9	8	47	571	621
Very low	77	6	6	-	1	17	4	35	74	2	1	*	3	32	45
	6%	5%	6%	-%	1%	6%	7%	8% d	6%	5%	7%	6%	6%	6%	7%
Quite low	132	12	10	-	11	30	6	59	126	4	1	1	6	69	63
	11%	10%	10%	-%	12%	10%	10%	13%	11%	12%	17%	9%	13%	12%	10%
Neither low nor high	408	46	43	9	33	95	23	149	390	13	3	2	18	181	227
	34%	39%	42% e	56%	37%	31%	40%	32%	34%	43% a	33%	29%	38%	32%	37%
Quite high	384	35	31	7	25	103	18	153	374	5	2	3	11	199	186
	32%	29%	30%	42%	29%	33%	31%	33%	33% be	18%	23%	38% be	23%	35%	30%
Very high	181	16	10	*	18	60	7	62	172	6	2	2	9	82	99
	15%	13%	10%	1%	20% b	19% bg	12%	14%	15%	20%	20%	18%	20%	14%	16%
Don't Know (DO NOT READ OUT)	9	3	2	-	-	2	-	1	9	*	-	-	*	8	1
	1%	2% g	2%	-%	-%	1%	-%	*%	1%	2%	-%	-%	1%	1% b	*%
NET: High	566	51	41	7	43	162	25	215	546	11	4	5	20	281	285
	47%	43%	40%	44%	49%	53% b	43%	47%	48% b	38%	43%	56% b	42%	49%	46%
NET: Low	209	19	17	-	12	47	10	94	200	5	2	1	9	101	108
	18%	16%	16%	-%	14%	15%	17%	21%	17%	18%	24%	15%	18%	18%	17%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1185	475	74	81	29	887	298	301	586	298	603	221	146	93	61	42	2
Weighted total	1192	578	57	59	5	956	236	338	619	236	709	212	142	59	34	16	3
Very low	77	35	5	3	*	60	16	27	34	16	48	12	7	6	1	1	2
	6%	6%	9%	5%	7%	6%	7%	8%	5%	7%	7%	6%	5%	9%	2%	4%	84%
Quite low	132	64	8	7	*	101	31	23	78	31	79	21	20	3	5	2	-
	11%	11%	14%	12%	6%	11%	13%	7%	13% a	13% a	11%	10%	14% d	5%	16% d	11%	-%
Neither low nor high	408	192	16	19	3	318	91	128	189	91	249	75	44	19	12	5	*
	34%	33%	28%	32%	47%	33%	39%	38% b	31%	39% b	35%	35%	31%	33%	36%	33%	16%
Quite high	384	185	20	25	1	316	69	107	209	69	220	72	48	21	12	7	-
	32%	32%	34%	42%	20%	33%	29%	32%	34%	29%	31%	34%	34%	35%	34%	43%	-%
Very high	181	99	8	6	1	156	25	49	107	25	107	31	22	10	4	1	-
	15%	17%	14%	9%	20%	16% b	11%	15%	17% c	11%	15%	14%	16%	18%	12%	5%	-%
Don't Know (DO NOT READ OUT)	9	4	*	-	-	6	3	3	3	3	7	1	-	-	-	*	-
	1%	1%	*%	-%	-%	1%	1%	1%	*%	1%	1%	1%	-%	-%	-%	3% c	-%
NET: High	566	284	28	31	2	471	94	156	315	94	326	102	71	31	16	8	-
	47%	49%	49%	51%	39%	49% b	40%	46%	51% c	40%	46%	48%	50%	53%	46%	48%	-%
NET: Low	209	99	13	10	1	162	47	50	112	47	127	33	27	8	6	3	2
	18%	17%	23%	17%	13%	17%	20%	15%	18%	20%	18%	16%	19%	14%	18%	16%	84%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1185	490	61	40	25	28	1101	84	1057	128	911	274	-
Weighted total	1192	490	62	38	24	24	1092	100	1046	146	906	286	-
Very low	77	27	6	-	3	2	67	9	67	10	58	18	-
	6%	6%	9%	-%	11%	8%	6%	9%	6%	7%	6%	6%	-%
Quite low	132	67	9	3	3	4	115	18	109	23	87	45	-
	11%	14%	14%	9%	13%	15%	10%	18% a	10%	16%	10%	16% a	-%
Neither low nor high	408	168	24	14	12	11	377	31	359	49	317	92	-
	34%	34%	40%	37%	49%	46%	35%	31%	34%	34%	35%	32%	-%
Quite high	384	146	20	13	4	5	357	27	335	50	299	86	-
	32%	30%	32%	35%	15%	22%	33%	27%	32%	34%	33%	30%	-%
Very high	181	82	3	4	3	1	168	13	169	12	140	42	-
	15%	17% b	5%	12%	12%	6%	15%	13%	16% b	8%	15%	15%	-%
Don't Know (DO NOT READ OUT)	9	-	-	3	-	*	7	2	7	2	6	3	-
	1%	-%	-%	8% ab	-%	2%	1%	2%	1%	1%	1%	1%	-%
NET: High	566	228	23	18	7	7	526	40	504	62	438	127	-
	47%	46%	37%	47%	27%	28%	48%	40%	48%	42%	48%	45%	-%
NET: Low	209	95	14	3	6	6	182	27	176	33	145	64	-
	18%	19%	23%	9%	24%	24%	17%	27% a	17%	23%	16%	22% a	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1185	634	203	339	1093	726	1121	515	396	255	811	335	9	298	413	1125	129
Weighted total	1192	638	216	324	1076	665	1110	518	360	263	785	343	6	286	414	1125	100
Very low	77	41	14	21	73	40	73	35	33	15	53	18	3	17	31	73	12
	6%	6%	7%	6%	7%	6%	7%	7%	9% b	6%	7%	5%	55%	6%	8%	7%	12% b
Quite low	132	65	27	37	123	83	127	67	35	35	88	55	*	31	41	126	10
	11%	10%	12%	11%	11%	12%	11%	13%	10%	13%	11%	16% c	3%	11%	10%	11%	10%
Neither low nor high	408	229	72	105	358	224	373	182	125	97	257	119	1	106	146	382	29
	34%	36%	33%	33%	33%	34%	34%	35%	35%	37%	33%	35%	23%	37%	35%	34%	29%
Quite high	384	187	80	115	354	233	364	151	115	79	264	98	1	89	125	368	36
	32%	29%	37% a	35%	33%	35% d	33%	29%	32%	30%	34%	29%	10%	31%	30%	33%	36%
Very high	181	109	23	45	159	83	163	81	50	33	116	49	*	43	66	166	11
	15%	17% b	10%	14%	15%	12%	15%	16%	14%	13%	15%	14%	8%	15%	16%	15%	11%
Don't Know (DO NOT READ OUT)	9	7	1	1	9	2	9	3	2	3	7	3	-	-	4	9	2
	1%	1%	1%	*%	1%	*%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	2%
NET: High	566	296	102	160	513	316	528	232	165	112	380	147	1	132	191	534	46
	47%	46%	47%	49%	48%	47%	48%	45%	46%	43%	48%	43%	18%	46%	46%	47%	47%
NET: Low	209	105	41	58	196	123	200	102	68	50	141	73	3	47	72	200	22
	18%	17%	19%	18%	18%	18%	18%	20%	19%	19%	18%	21%	59%	17%	18%	18%	22%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1185	901	774	66	16	1083	1151	1005	1161	933	1155	4	713	1140	178	144	922	115
Weighted total	1192	883	739	62	17	1093	1157	979	1166	926	1162	6	701	1141	164	162	907	117
Very low	77	55	56	13	-	60	76	58	76	59	77	-	45	76	15	11	45	21
	6%	6%	8%	21% c	-%	5%	7%	6%	7%	6%	7%	-%	6%	7%	9%	7%	5%	18% ab
Quite low	132	105	84	8	5	120	130	115	130	108	128	-	78	126	18	18	97	17
	11%	12%	11%	13%	29%	11%	11%	12%	11%	12%	11%	-%	11%	11%	11%	11%	11%	14%
Neither low nor high	408	307	254	24	2	374	392	342	397	316	401	-	248	387	51	55	312	42
	34%	35%	34%	38%	11%	34%	34%	35%	34%	34%	34%	-%	35%	34%	31%	34%	34%	36%
Quite high	384	276	246	14	9	355	375	318	376	297	374	6	223	366	62	54	303	22
	32%	31%	33%	22%	52%	33%	32%	32%	32%	32%	32%	100%	32%	32%	38%	34% c	33% c	19%
Very high	181	135	93	4	1	175	175	140	177	141	176	-	104	177	17	22	147	12
	15%	15%	13%	6%	9%	16% a	15%	14%	15%	15%	15%	-%	15%	16%	10%	13%	16%	11%
Don't Know (DO NOT READ OUT)	9	5	5	-	-	9	9	5	9	5	7	-	4	9	2	2	3	4
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	*%	3% b
NET: High	566	411	339	17	10	531	550	458	553	438	550	6	326	543	79	76	450	34
	47%	47%	46%	28%	61%	49% a	47%	47%	47%	47%	47%	100%	47%	48%	48%	47% c	50% c	29%
NET: Low	209	160	141	21	5	180	206	173	206	167	205	-	123	202	32	29	142	37
	18%	18%	19%	34% c	29%	16%	18%	18%	18%	18%	18%	-%	18%	18%	20%	18%	16%	32% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1185**	93	66	1021	710	475	1091	94	960	59	223	962	40	161
Weighted total	**1192**	101	64	1022	724	468	1080	111	938	68	218	974	34	161
Very low	**77**	7	11	59	57	19	72	5	35	14	22	54	3	7
	6%	*7%*	*17%* c	*6%*	*8%* b	*4%*	*7%*	*4%*	*4%*	*20%* a	*10%* b	*6%*	*8%*	*5%*
Quite low	**132**	13	7	110	90	42	118	14	86	8	36	96	4	28
	11%	*13%*	*11%*	*11%*	*12%*	*9%*	*11%*	*12%*	*9%*	*12%*	*16%* b	*10%*	*13%*	*17%*
Neither low nor high	**408**	38	19	349	234	174	376	32	304	29	85	324	12	50
	34%	*38%*	*30%*	*34%*	*32%*	*37%*	*35%*	*29%*	*32%*	*43%*	*39%*	*33%*	*35%*	*31%*
Quite high	**384**	28	16	339	228	156	350	35	342	12	53	332	10	50
	32%	*28%*	*26%*	*33%*	*31%*	*33%*	*32%*	*31%*	*36%* b	*18%*	*24%*	*34%* a	*29%*	*31%*
Very high	**181**	13	9	159	109	73	155	26	166	5	22	159	5	23
	15%	*13%*	*14%*	*16%*	*15%*	*16%*	*14%*	*24%* a	*18%* b	*7%*	*10%*	*16%* a	*15%*	*14%*
Don't Know (DO NOT READ OUT)	**9**	2	2	6	6	3	9	-	6	-	*	9	-	2
	1%	*2%*	*3%* c	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*
NET: High	**566**	42	26	498	337	229	505	61	508	17	75	491	15	74
	47%	*41%*	*40%*	*49%*	*46%*	*49%*	*47%*	*55%*	*54%* b	*25%*	*34%*	*50%* a	*44%*	*46%*
NET: Low	**209**	20	18	169	148	61	190	18	121	22	58	151	7	35
	18%	*20%*	*28%* c	*17%*	*20%* b	*13%*	*18%*	*16%*	*13%*	*32%* a	*27%* b	*15%*	*21%*	*22%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All respondents who use Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1185	175	4	109	168	122	57	95	243	142	110	139
Weighted total	1192	168	6	100	162	140	55	97	246	118	131	143
Very low	77	10	-	7	9	10	2	4	11	10	11	11
	6%	6%	-%	7%	6%	7%	4%	4%	5%	9%	9%	8%
Quite low	132	25	4	10	20	21	1	15	25	8	16	18
	11%	15%	60%	10%	12%	15%	1%	15%	10%	7%	12%	12%
								a	a			
Neither low nor high	408	54	2	49	49	40	33	35	83	33	36	50
	34%	32%	37%	49%	30%	29%	59%	36%	34%	28%	27%	35%
				bc			bc					
Quite high	384	55	*	21	58	47	13	32	88	44	46	34
	32%	33%	3%	22%	36%	34%	24%	33%	36%	37%	35%	24%
					a	a				c		
Very high	181	22	-	12	25	20	6	10	37	22	22	27
	15%	13%	-%	12%	16%	14%	11%	10%	15%	19%	17%	19%
Don't Know (DO NOT READ OUT)	9	2	-	1	*	2	-	2	1	*	-	2
	1%	1%	-%	1%	*%	1%	-%	2%	1%	*%	-%	2%
NET: High	566	78	*	33	83	67	19	42	125	66	68	61
	47%	46%	3%	33%	52%	48%	35%	43%	51%	56%	52%	43%
					a	a			a	c		
NET: Low	209	35	4	16	29	31	3	19	36	18	27	29
	18%	21%	60%	16%	18%	22%	6%	19%	15%	16%	21%	20%
								a				

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 77

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l	*m
Unweighted total	143	-	-	-	-	-	-	-	-	-	-	-	143	-
Weighted total	50	-	-	-	-	-	-	-	-	-	-	-	50	-
Very good	3	-	-	-	-	-	-	-	-	-	-	-	3	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*6%*	-%
Fairly good	10	-	-	-	-	-	-	-	-	-	-	-	10	-
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*21%*	-%
Neither good nor poor	11	-	-	-	-	-	-	-	-	-	-	-	11	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*22%*	-%
Fairly poor	14	-	-	-	-	-	-	-	-	-	-	-	14	-
	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*27%*	-%
Very poor	9	-	-	-	-	-	-	-	-	-	-	-	9	-
	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*18%*	-%
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	3	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*	-%
NET: Good	13	-	-	-	-	-	-	-	-	-	-	-	13	-
	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*26%*	-%
NET: Poor	23	-	-	-	-	-	-	-	-	-	-	-	23	-
	45%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*45%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
OFC1885
Issue date: 18/01/16

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	143	15	18	1	8	39	10	52	103	29	6	5	40	46	97
Weighted total	50	6	5	*	3	14	3	18	46	3	1	1	4	15	35
Very good	3	*	-	-	-	2	-	1	3	*	*	-	*	1	2
	6%	7%	-%	-%	-%	13%	-%	3%	6%	4%	17%	-%	5%	6%	6%
Fairly good	10	2	1	*	-	2	1	3	9	1	-	*	1	3	7
	21%	29%	24%	100%	-%	18%	33%	19%	20%	31%	-%	42%	28%	21%	21%
Neither good nor poor	11	1	1	-	1	3	*	5	10	*	*	-	1	5	6
	22%	18%	22%	-%	41%	18%	14%	25%	22%	10%	67%	-%	18%	30%	18%
Fairly poor	14	2	1	-	1	3	*	6	13	*	-	-	*	3	11
	27%	38%	20%	-%	28%	20%	14%	34%	28%	14%	-%	-%	10%	17%	31%
									e						
Very poor	9	*	1	-	*	4	1	3	8	1	*	*	1	3	6
	18%	8%	18%	-%	14%	28%	22%	14%	17%	34%	15%	58%	34%	19%	17%
													a		
Don't know	3	-	1	-	1	*	1	1	3	*	-	-	*	1	2
	7%	-%	17%	-%	17%	3%	17%	5%	7%	7%	-%	-%	5%	7%	7%
NET: Good	13	2	1	*	-	4	1	4	12	1	*	*	1	4	9
	26%	36%	24%	100%	-%	31%	33%	22%	26%	35%	17%	42%	33%	27%	26%
NET: Poor	23	3	2	-	1	7	1	9	21	1	*	*	2	5	17
	45%	46%	37%	-%	41%	48%	36%	48%	45%	48%	15%	58%	44%	37%	49%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**143**	52	11	11	5	100	43	36	64	43	61	24	17	17	13	6	1
Weighted total	**50**	21	4	2	1	36	14	14	22	14	23	10	6	6	4	1	*
Very good	**3**	2	-	*	-	3	-	1	2	-	2	*	*	-	-	-	-
	6%	*10%*	*-%*	*6%*	*-%*	*8%*	*-%*	*7%*	*8%*	*-%*	*8%*	*4%*	*8%*	*-%*	*-%*	*-%*	*-%*
Fairly good	**10**	3	*	*	*	8	2	3	5	2	6	1	2	1	1	*	*
	21%	*16%*	*11%*	*11%*	*13%*	*22%*	*16%*	*23%*	*22%*	*16%*	*24%*	*10%*	*27%*	*21%*	*18%*	*11%*	*100%*
Neither good nor poor	**11**	4	1	1	1	8	3	3	5	3	5	2	2	1	1	*	-
	22%	*21%*	*23%*	*30%*	*63%*	*21%*	*23%*	*20%*	*23%*	*23%*	*21%*	*24%*	*28%*	*18%*	*35%*	*10%*	*-%*
Fairly poor	**14**	6	1	*	-	11	3	5	6	3	7	3	1	1	1	-	-
	27%	*30%*	*25%*	*6%*	*-%*	*30%*	*18%*	*33%*	*28%*	*18%*	*29%*	*32%*	*25%*	*17%*	*15%*	*-%*	*-%*
Very poor	**9**	3	2	*	*	5	4	2	3	4	4	1	1	2	1	1	-
	18%	*14%*	*40%*	*17%*	*13%*	*14%*	*28%* a	*17%*	*12%*	*28%* b	*17%*	*10%*	*12%*	*27%*	*32%*	*79%*	*-%*
Don't know	**3**	2	-	1	*	1	2	-	1	2	-	2	-	1	-	-	-
	7%	*8%*	*-%*	*30%*	*11%*	*4%*	*13%* a	*-%*	*7%*	*13%* a	*-%*	*20%*	*-%*	*17%*	*-%*	*-%*	*-%*
NET: Good	**13**	6	*	*	*	11	2	4	7	2	7	1	2	1	1	*	*
	26%	*27%*	*11%*	*17%*	*13%*	*30%*	*16%*	*31%*	*30%*	*16%*	*33%*	*15%*	*35%*	*21%*	*18%*	*11%*	*100%*
NET: Poor	**23**	9	3	*	*	16	7	7	9	7	11	4	2	2	2	1	-
	45%	*44%*	*65%*	*23%*	*13%*	*44%*	*47%*	*50%*	*41%*	*47%*	*46%*	*42%*	*37%*	*44%*	*47%*	*79%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	143	47	7	6	-	3	135	7	131	11	118	21	3
Weighted total	50	16	3	2	-	1	47	2	46	4	42	6	1
Very good	3	*	-	-	-	-	3	-	3	-	3	-	-
	6%	1%	-%	-%	-%	-%	6%	-%	6%	-%	7%	-%	-%
Fairly good	10	2	-	-	-	1	10	*	10	1	9	1	-
	21%	13%	-%	-%	-%	55%	21%	18%	21%	15%	22%	17%	-%
Neither good nor poor	11	3	1	1	-	-	11	*	11	*	10	1	-
	22%	21%	33%	44%	-%	-%	23%	4%	24%	3%	24%	16%	-%
Fairly poor	14	6	1	-	-	-	14	-	13	*	12	1	-
	27%	38%	32%	-%	-%	-%	29%	-%	28%	12%	29%	23%	-%
Very poor	9	4	1	1	-	*	8	1	8	1	6	3	-
	18%	27%	19%	33%	-%	45%	18%	24%	17%	32%	15%	44%	-%
Don't know	3	*	*	*	-	-	2	1	2	1	2	-	1
	7%	1%	15%	23%	-%	-%	3%	54%	3%	38%	4%	-%	100%
NET: Good	13	2	-	-	-	1	13	*	13	1	12	1	-
	26%	14%	-%	-%	-%	55%	27%	18%	28%	15%	29%	17%	-%
NET: Poor	23	10	1	1	-	*	22	1	21	2	18	4	-
	45%	64%	51%	33%	-%	45%	47%	24%	46%	44%	44%	67%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	***b**	c	a	b	c	d	e	***f**	g	a	***b**	***c**	a	b	c
Unweighted total	**143**	82	20	39	134	93	135	54	51	26	97	33	3	27	46	137	43
Weighted total	**50**	28	7	14	47	30	47	20	17	10	33	13	1	8	17	48	14
Very good	**3**	2	-	*	3	1	3	-	1	-	2	-	-	*	-	3	-
	6%	*9%*	*-%*	*3%*	*6%*	*5%*	*6%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*1%*	*-%*	*6%*	*-%*
Fairly good	**10**	7	1	2	9	4	10	3	3	1	6	1	*	1	3	10	4
	21%	*25%*	*13%*	*17%*	*20%*	*15%*	*20%*	*14%*	*16%*	*14%*	*19%*	*11%*	*31%*	*11%*	*19%*	*20%*	*27%*
Neither good nor poor	**11**	5	2	4	11	8	11	4	3	3	8	4	-	2	4	11	4
	22%	*19%*	*27%*	*27%*	*23%*	*25%*	*23%*	*22%*	*21%*	*32%*	*23%*	*29%*	*-%*	*20%*	*25%*	*22%*	*27%*
Fairly poor	**14**	8	2	3	12	8	12	6	4	2	9	3	1	3	3	13	3
	27%	*27%*	*25%*	*22%*	*25%*	*26%*	*25%*	*30%*	*26%*	*24%*	*26%*	*25%*	*69%*	*36%*	*20%*	*27%*	*23%*
Very poor	**9**	3	2	3	9	8	9	6	5	2	6	4	-	2	4	9	3
	18%	*12%*	*34%*	*22%*	*19%*	*25%*	*19%*	*29%*	*28%*	*21%*	*18%*	*28%*	*-%*	*30%*	*24%*	*19%*	*19%*
Don't know	**3**	2	*	1	3	1	3	1	1	1	2	1	-	*	2	3	*
	7%	*7%*	*1%*	*9%*	*6%*	*5%*	*6%*	*5%*	*3%*	*9%*	*7%*	*7%*	*-%*	*1%*	*12%*	*6%*	*3%*
NET: Good	**13**	9	1	3	12	6	12	3	4	1	8	1	*	1	3	12	4
	26%	*34%*	*13%*	*20%*	*26%*	*19%*	*27%*	*14%*	*22%*	*14%*	*25%*	*11%*	*31%*	*13%*	*19%*	*26%*	*27%*
NET: Poor	**23**	11	4	6	21	15	21	12	9	5	15	7	1	5	7	22	6
	45%	*40%*	*59%*	*44%*	*45%*	*51%*	*45%*	*59%*	*54%*	*45%*	*45%*	*53%*	*69%*	*66%*	*44%*	*46%*	*43%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	*a	b	*c
Unweighted total	143	103	104	9	3	125	140	126	141	106	139	-	78	138	45	11	122	10
Weighted total	50	34	36	4	1	43	49	44	49	37	49	-	27	48	16	4	43	3
Very good	3	2	2	*	-	2	3	2	3	1	3	-	1	3	*	*	2	-
	6%	6%	6%	12%	-%	6%	6%	6%	6%	4%	6%	-%	5%	6%	1%	12%	6%	-%
Fairly good	10	8	6	1	*	9	10	9	10	7	10	-	6	10	5	1	9	-
	21%	25%	17%	14%	45%	20%	20%	21%	20%	20%	20%	-%	22%	21%	28%	30%	22%	-%
Neither good nor poor	11	7	9	*	1	10	11	9	11	7	11	-	6	11	4	*	10	1
	22%	21%	24%	13%	55%	23%	23%	21%	22%	20%	22%	-%	21%	22%	24%	13%	22%	32%
Fairly poor	14	10	11	2	-	12	13	12	14	11	14	-	8	13	4	-	12	2
	27%	28%	29%	48%	-%	27%	27%	28%	27%	29%	27%	-%	28%	26%	23%	-%	27%	58%
Very poor	9	6	7	-	-	9	9	8	9	8	9	-	5	9	3	1	8	*
	18%	18%	21%	-%	-%	21%	18%	18%	17%	22%	18%	-%	19%	18%	21%	29%	18%	10%
Don't know	3	1	1	*	-	1	3	3	3	2	3	-	1	3	*	1	3	-
	7%	3%	3%	13%	-%	2%	7%	7%	7%	5%	7%	-%	5%	7%	3%	16%	6%	-%
NET: Good	13	10	8	1	*	11	13	12	13	9	13	-	7	13	5	1	12	-
	26%	30%	23%	26%	45%	26%	26%	26%	26%	24%	26%	-%	26%	27%	29%	42%	27%	-%
NET: Poor	23	16	18	2	-	21	22	20	22	19	22	-	13	21	7	1	19	2
	45%	46%	50%	48%	-%	49%	44%	46%	45%	51%	45%	-%	47%	44%	44%	29%	45%	68%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	*a	b	*a	*b
Unweighted total	**143**	4	6	132	94	49	131	12	124	2	22	117	4	14
Weighted total	**50**	1	2	47	33	17	45	5	43	1	7	41	1	5
Very good	**3**	*	-	3	2	1	2	*	2	-	-	3	-	-
	6%	*15%*	*-%*	*6%*	*5%*	*8%*	*5%*	*8%*	*6%*	*-%*	*-%*	*7%*	*-%*	*-%*
Fairly good	**10**	1	*	9	6	4	8	2	9	-	1	9	*	1
	21%	*71%*	*21%*	*19%*	*18%*	*25%*	*18%*	*41%*	*22%*	*-%*	*19%*	*22%*	*9%*	*11%*
Neither good nor poor	**11**	-	*	11	7	4	10	1	10	-	3	8	-	1
	22%	*-%*	*10%*	*23%*	*21%*	*25%*	*23%*	*17%*	*22%*	*-%*	*44%*	*19%*	*-%*	*20%*
Fairly poor	**14**	-	*	13	9	4	13	1	13	-	1	12	-	1
	27%	*-%*	*23%*	*28%*	*28%*	*25%*	*28%*	*17%*	*30%*	*-%*	*18%*	*30%*	*-%*	*17%*
Very poor	**9**	*	*	8	7	2	8	1	7	1	1	8	1	1
	18%	*15%*	*23%*	*18%*	*21%*	*12%*	*18%*	*18%*	*17%*	*100%*	*18%*	*19%*	*52%*	*28%*
Don't know	**3**	-	*	3	2	1	3	-	1	-	*	1	*	1
	7%	*-%*	*23%*	*6%*	*7%*	*6%*	*7%*	*-%*	*3%*	*-%*	*1%*	*4%*	*39%*	*25%*
NET: Good	**13**	1	*	12	8	6	11	3	12	-	1	12	*	1
	26%	*85%*	*21%*	*25%*	*23%*	*33%*	*24%*	*49%*	*27%*	*-%*	*19%*	*29%*	*9%*	*11%*
NET: Poor	**23**	*	1	22	16	6	21	2	21	1	3	20	1	2
	45%	*15%*	*46%*	*46%*	*49%*	*37%*	*46%*	*34%*	*47%*	*100%*	*36%*	*49%*	*52%*	*45%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QNI. It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: NI customers only

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	143	16	-	13	19	17	13	16	25	13	10	17
Weighted total	50	6	-	4	7	7	4	6	9	4	3	6
Very good	3	-	-	-	*	*	-	1	*	*	*	-
	6%	-%	-%	-%	3%	6%	-%	16%	5%	10%	14%	-%
Fairly good	10	1	-	1	1	1	1	2	3	1	*	1
	21%	11%	-%	20%	8%	13%	27%	31%	34%	25%	14%	11%
Neither good nor poor	11	1	-	2	1	1	1	1	1	2	*	1
	22%	18%	-%	39%	20%	16%	15%	17%	14%	53%	14%	25%
Fairly poor	14	1	-	1	2	3	1	1	2	*	1	2
	27%	15%	-%	36%	33%	39%	24%	25%	18%	10%	21%	32%
Very poor	9	2	-	*	2	1	*	1	3	*	*	1
	18%	33%	-%	6%	29%	19%	11%	9%	29%	2%	4%	25%
Don't know	3	1	-	-	*	*	1	*	-	-	1	*
	7%	23%	-%	-%	7%	6%	24%	2%	-%	-%	32%	8%
NET: Good	13	1	-	1	1	1	1	3	4	2	1	1
	26%	11%	-%	20%	11%	19%	27%	47%	39%	35%	29%	11%
NET: Poor	23	3	-	2	4	4	1	2	5	1	1	3
	45%	48%	-%	41%	62%	58%	35%	34%	48%	12%	25%	57%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	26	-	2	2	2	3	4	3	-	4	3	2	1	20
Weighted total	28	-	3	5	1	2	7	5	-	3	1	*	*	26
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	2	-	-	-	-	-	*	*	-	-	3
	11%	-%	-%	50%	-%	-%	-%	-%	-%	8%	44%	-%	-%	10%
Fairly Satisfied	17	-	2	-	*	*	7	5	-	2	-	*	-	17
	61%	-%	53%	-%	12%	23%	98%	100%	-%	84%	-%	100%	-%	64%
Very Satisfied	5	-	1	-	1	1	*	-	-	*	1	-	*	4
	19%	-%	47%	-%	88%	77%	2%	-%	-%	8%	56%	-%	100%	17%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	9%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%
NET: Satisfied	22	-	3	-	1	2	7	5	-	3	1	*	*	21
	80%	-%	100%	-%	100%	100%	100%	100%	-%	92%	56%	100%	100%	81%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	26	1	5	-	1	4	-	14	16	5	2	3	10	11	15
Weighted total	28	1	3	-	1	4	-	17	26	1	*	1	2	13	14
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	-	3	3	-	-	*	*	3	-
	11%	-%	-%	-%	-%	-%	-%	17%	11%	-%	-%	35%	13%	23%	-%
Fairly Satisfied	17	-	3	-	-	4	-	10	16	*	*	*	1	7	10
	61%	-%	92%	-%	-%	89%	-%	59%	62%	56%	100%	29%	55%	50%	72%
Very Satisfied	5	1	*	-	1	*	-	2	5	*	-	*	1	1	4
	19%	100%	8%	-%	100%	11%	-%	10%	19%	44%	-%	37%	32%	10%	28%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	9%	-%	-%	-%	-%	-%	-%	14%	9%	-%	-%	-%	-%	18%	-%
NET: Satisfied	22	1	3	-	1	4	-	12	21	1	*	*	1	8	14
	80%	100%	100%	-%	100%	100%	-%	69%	80%	100%	100%	65%	87%	60%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	26	8	2	7	2	17	9	3	14	9	8	9	3	3	1	2	-
Weighted total	28	13	2	9	*	24	4	4	20	4	12	8	4	3	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	3	*	*	2	*	*	2	-	-	-	*	-
	11%	22%	-%	-%	-%	12%	6%	11%	12%	6%	4%	29%	-%	-%	-%	56%	-%
Fairly Satisfied	17	8	2	4	*	16	1	4	13	1	11	3	3	*	-	*	-
	61%	65%	78%	43%	100%	68%	19%	89%	64%	19%	93%	34%	68%	4%	-%	44%	-%
Very Satisfied	5	2	*	3	-	5	1	-	5	1	*	3	1	*	*	-	-
	19%	13%	22%	30%	-%	20%	16%	-%	24%	16%	4%	37%	32%	9%	100%	-%	-%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	9%	-%	-%	26%	-%	-%	59%	-%	-%	59%	-%	-%	-%	88%	-%	-%	-%
NET: Satisfied	22	10	2	7	*	21	1	4	17	1	12	6	4	*	*	*	-
	80%	78%	100%	74%	100%	88%	35%	89%	88%	35%	96%	71%	100%	12%	100%	44%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**26**	16	2	6	-	-	19	7	15	11	-	26	-
Weighted total	**28**	19	*	4	-	-	24	4	17	10	-	28	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	3	*	-	-	-	3	-	3	-	-	3	-
	11%	*15%*	*55%*	*-%*	*-%*	*-%*	*13%*	*-%*	*18%*	*-%*	*-%*	*11%*	*-%*
Fairly Satisfied	**17**	12	*	1	-	-	15	2	9	8	-	17	-
	61%	*61%*	*45%*	*32%*	*-%*	*-%*	*65%*	*40%*	*51%*	*79%*	*-%*	*61%*	*-%*
Very Satisfied	**5**	5	-	1	-	-	3	2	3	2	-	5	-
	19%	*24%*	*-%*	*15%*	*-%*	*-%*	*13%*	*60%*	*18%*	*21%*	*-%*	*19%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	2	-	2	-	-	2	-
	9%	*-%*	*-%*	*53%*	*-%*	*-%*	*10%*	*-%*	*14%*	*-%*	*-%*	*9%*	*-%*
NET: Satisfied	**22**	16	*	2	-	-	18	4	12	10	-	22	-
	80%	*85%*	*45%*	*47%*	*-%*	*-%*	*77%*	*100%*	*69%*	*100%*	*-%*	*80%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**26**	17	2	7	26	22	26	21	8	7	17	11	-	13	17	25	5
Weighted total	**28**	17	3	8	28	20	28	18	9	5	16	9	-	15	16	27	5
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	3	-	*	3	1	3	1	3	*	3	*	-	3	1	3	1
	11%	*17%*	*-%*	*3%*	*11%*	*3%*	*11%*	*4%*	*28%*	*5%*	*17%*	*2%*	*-%*	*19%*	*4%*	*10%*	*14%*
Fairly Satisfied	**17**	12	2	2	17	12	17	11	4	*	8	4	-	9	8	17	*
	61%	*71%*	*91%*	*31%*	*61%*	*59%*	*61%*	*60%*	*40%*	*6%*	*51%*	*44%*	*-%*	*62%*	*50%*	*62%*	*2%*
Very Satisfied	**5**	2	*	3	5	5	5	4	1	2	5	2	-	3	5	5	1
	19%	*13%*	*9%*	*37%*	*19%*	*26%*	*19%*	*23%*	*7%*	*42%*	*32%*	*27%*	*-%*	*19%*	*32%*	*20%*	*32%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	2	2	2	2	2	-	2	-	-	2	2	2
	9%	*-%*	*-%*	*29%*	*9%*	*12%*	*9%*	*13%*	*25%*	*48%*	*-%*	*26%*	*-%*	*-%*	*14%*	*9%*	*51%*
NET: Satisfied	**22**	14	3	5	22	17	22	15	5	2	13	7	-	12	13	22	2
	80%	*83%*	*100%*	*68%*	*80%*	*85%*	*80%*	*83%*	*48%*	*48%*	*83%*	*72%*	*-%*	*81%*	*82%*	*82%*	*34%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	**26**	19	18	2	-	24	26	24	26	24	26	-	19	24	9	5	20	1
Weighted total	**28**	22	20	*	-	27	28	26	28	26	28	-	22	27	6	9	18	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	3	3	-	-	3	3	3	3	3	3	-	3	3	*	-	3	-
	11%	*12%*	*13%*	*-%*	*-%*	*11%*	*11%*	*12%*	*11%*	*10%*	*11%*	*-%*	*14%*	*11%*	*7%*	*-%*	*17%*	*-%*
Fairly Satisfied	**17**	12	13	*	-	17	17	17	17	17	17	-	14	17	5	8	7	1
	61%	*54%*	*63%*	*37%*	*-%*	*61%*	*61%*	*64%*	*61%*	*65%*	*61%*	*-%*	*66%*	*61%*	*84%*	*95%*	*41%*	*100%*
Very Satisfied	**5**	5	3	*	-	5	5	4	5	4	5	-	2	5	1	*	5	-
	19%	*23%*	*13%*	*63%*	*-%*	*19%*	*19%*	*15%*	*19%*	*16%*	*19%*	*-%*	*9%*	*19%*	*9%*	*5%*	*28%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	9%	*11%*	*12%*	*-%*	*-%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*-%*	*11%*	*9%*	*-%*	*-%*	*13%*	*-%*
NET: Satisfied	**22**	17	15	*	-	22	22	21	22	21	22	-	16	22	6	9	12	1
	80%	*77%*	*75%*	*100%*	*-%*	*80%*	*80%*	*79%*	*80%*	*81%*	*80%*	*-%*	*75%*	*80%*	*93%*	*100%*	*69%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**26**	10	2	14	19	7	26	-	18	4	11	15	3	23
Weighted total	**28**	12	*	15	22	6	28	-	19	4	14	14	3	25
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	3	-	-	2	1	3	-	1	-	3	*	-	3
	11%	*25%*	*-%*	*-%*	*11%*	*11%*	*11%*	*-%*	*3%*	*-%*	*19%*	*3%*	*-%*	*12%*
Fairly Satisfied	**17**	8	*	9	14	3	17	-	14	1	8	9	*	17
	61%	*64%*	*63%*	*59%*	*65%*	*46%*	*61%*	*-%*	*72%*	*36%*	*59%*	*63%*	*6%*	*68%*
Very Satisfied	**5**	1	*	4	3	2	5	-	5	*	1	5	*	5
	19%	*11%*	*37%*	*25%*	*13%*	*43%*	*19%*	*-%*	*25%*	*3%*	*4%*	*34%*	*16%*	*20%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	-	2	-	-	2	2	-	2	-
	9%	*-%*	*-%*	*16%*	*11%*	*-%*	*9%*	*-%*	*-%*	*61%*	*17%*	*-%*	*78%*	*-%*
NET: Satisfied	**22**	9	*	13	17	5	22	-	19	1	9	14	1	22
	80%	*75%*	*100%*	*84%*	*78%*	*89%*	*80%*	*-%*	*97%*	*39%*	*63%*	*97%*	*22%*	*88%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?
Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	26	22	-	3	6	4	3	1	2	2	3	2
Weighted total	28	22	-	3	8	4	1	2	2	4	3	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	2	-	-	*	-	-	-	*	-
	11%	-%	-%	89%	-%	-%	30%	-%	-%	-%	15%	-%
Fairly Satisfied	17	17	-	*	7	3	*	2	1	-	2	1
	61%	76%	-%	7%	92%	69%	13%	100%	50%	-%	85%	84%
Very Satisfied	5	5	-	*	1	1	*	-	1	1	-	*
	19%	24%	-%	4%	8%	31%	58%	-%	50%	38%	-%	16%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	62%	-%	-%
NET: Satisfied	22	22	-	*	8	4	1	2	2	1	2	1
	80%	100%	-%	11%	100%	100%	70%	100%	100%	38%	85%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 79

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	17	2	2	-	2	1	1	2	3	-	-	2	2	13
Weighted total	12	2	*	-	1	1	*	5	1	-	-	1	1	11
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	1	1	-	-	*	-	-	-	*	3
	25%	-%	-%	-%	100%	100%	-%	-%	35%	-%	-%	-%	19%	26%
Fairly Satisfied	4	-	*	-	-	-	*	2	*	-	-	*	*	3
	34%	-%	100%	-%	-%	-%	100%	47%	30%	-%	-%	80%	81%	29%
Very Satisfied	5	2	-	-	-	-	-	3	*	-	-	*	-	5
	41%	100%	-%	-%	-%	-%	-%	53%	35%	-%	-%	20%	-%	45%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	*	-	-	-	*	5	*	-	-	1	*	8
	75%	100%	100%	-%	-%	-%	100%	100%	65%	-%	-%	100%	81%	74%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	1	7	-	2	3	-	3	7	6	3	1	10	10	7
Weighted total	12	1	1	-	3	2	-	3	10	1	*	*	2	4	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	*	-	-	1	-	-	2	*	*	-	*	3	*
	25%	100%	22%	-%	-%	75%	-%	-%	24%	29%	39%	-%	29%	68%	1%
Fairly Satisfied	4	-	1	-	*	*	-	3	3	*	*	*	1	1	3
	34%	-%	55%	-%	7%	25%	-%	93%	33%	34%	37%	100%	41%	28%	38%
Very Satisfied	5	-	*	-	3	-	-	*	4	*	*	-	1	*	5
	41%	-%	22%	-%	93%	-%	-%	7%	43%	37%	24%	-%	30%	5%	61%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	-	1	-	3	*	-	3	8	1	*	*	1	1	8
	75%	-%	78%	-%	100%	25%	-%	100%	76%	71%	61%	100%	71%	32%	99%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	17	4	1	3	5	6	11	1	5	11	7	-	3	1	4	1	-
Weighted total	12	6	*	1	1	5	7	1	3	7	10	-	*	*	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	*	*	2	*	1	1	*	2	-	*	-	-	*	-
	25%	44%	-%	24%	37%	53%	7%	100%	36%	7%	25%	-%	74%	-%	-%	100%	-%
Fairly Satisfied	4	*	*	1	*	*	4	-	*	4	3	-	-	*	1	-	-
	34%	8%	100%	76%	22%	8%	50%	-%	11%	50%	31%	-%	-%	100%	80%	-%	-%
Very Satisfied	5	3	-	-	*	2	3	-	2	3	4	-	*	-	*	-	-
	41%	49%	-%	-%	41%	39%	43%	-%	53%	43%	44%	-%	26%	-%	20%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	3	*	1	*	2	7	-	2	7	7	-	*	*	1	-	-
	75%	56%	100%	76%	63%	47%	93%	-%	64%	93%	75%	-%	26%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	17	6	7	2	2	-	12	5	8	9	-	15	2
Weighted total	12	5	6	*	*	-	9	3	5	6	-	11	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	*	-	*	-	3	*	1	2	-	3	*
	25%	52%	4%	-%	50%	-%	30%	10%	25%	24%	-%	24%	50%
Fairly Satisfied	4	*	3	*	-	-	1	3	1	3	-	4	-
	34%	8%	54%	61%	-%	-%	17%	83%	20%	46%	-%	35%	-%
Very Satisfied	5	2	3	*	*	-	5	*	3	2	-	5	*
	41%	40%	42%	39%	50%	-%	54%	7%	55%	30%	-%	41%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	6	*	*	-	6	3	4	5	-	9	*
	75%	48%	96%	100%	50%	-%	70%	90%	75%	76%	-%	76%	50%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**	***a**	***b**	***c**	***a**	***b**	***c**
Unweighted total	**17**	7	4	6	15	11	15	14	6	10	14	13	-	4	9	16	6
Weighted total	**12**	3	3	6	9	3	9	9	5	6	11	9	-	3	6	12	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	*	-	3	3	2	3	2	3	*	3	*	-	2	*	3	*
	25%	*12%*	*-%*	*44%*	*33%*	*53%*	*33%*	*19%*	*56%*	*8%*	*26%*	*5%*	*-%*	*86%*	*6%*	*25%*	*47%*
Fairly Satisfied	**4**	*	3	*	4	1	4	4	*	1	4	4	-	*	3	4	*
	34%	*14%*	*100%*	*7%*	*45%*	*37%*	*45%*	*44%*	*4%*	*23%*	*34%*	*43%*	*-%*	*7%*	*46%*	*33%*	*33%*
Very Satisfied	**5**	2	-	3	2	*	2	3	2	4	4	5	-	*	3	5	*
	41%	*74%*	*-%*	*49%*	*22%*	*10%*	*22%*	*37%*	*40%*	*70%*	*40%*	*52%*	*-%*	*7%*	*48%*	*42%*	*20%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**9**	2	3	3	6	1	6	7	2	6	8	8	-	*	6	9	1
	75%	*88%*	*100%*	*56%*	*67%*	*47%*	*67%*	*81%*	*44%*	*92%*	*74%*	*95%*	*-%*	*14%*	*94%*	*75%*	*53%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	17	9	13	2	-	13	16	14	16	13	16	-	11	16	6	6	9	2
Weighted total	12	5	11	*	-	11	9	8	9	7	12	-	5	9	1	5	5	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	3	*	-	3	3	2	3	2	3	-	2	3	*	2	*	1
	25%	30%	25%	51%	-%	23%	32%	22%	32%	23%	25%	-%	34%	32%	37%	35%	2%	72%
Fairly Satisfied	4	1	4	*	-	4	4	4	4	4	4	-	1	4	1	3	1	*
	34%	10%	33%	49%	-%	35%	44%	52%	44%	49%	33%	-%	22%	44%	48%	65%	10%	28%
Very Satisfied	5	3	5	-	-	5	2	2	2	2	5	-	2	2	*	-	5	-
	41%	60%	42%	-%	-%	42%	24%	26%	24%	29%	42%	-%	44%	24%	15%	-%	88%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	4	8	*	-	8	6	6	6	6	9	-	3	6	1	3	5	*
	75%	70%	75%	49%	-%	77%	68%	78%	68%	77%	75%	-%	66%	68%	63%	65%	98%	28%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**17**	6	1	10	13	4	17	-	10	-	4	11	6	11
Weighted total	**12**	8	*	4	7	4	12	-	10	-	3	8	3	8
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	*	*	3	2	1	3	-	3	-	*	3	*	3
	25%	*3%*	*100%*	*62%*	*23%*	*28%*	*25%*	*-%*	*26%*	*-%*	*6%*	*31%*	*11%*	*30%*
Fairly Satisfied	**4**	3	-	1	4	*	4	-	3	-	3	1	3	1
	34%	*40%*	*-%*	*25%*	*51%*	*5%*	*34%*	*-%*	*29%*	*-%*	*91%*	*14%*	*83%*	*15%*
Very Satisfied	**5**	4	-	1	2	3	5	-	5	-	*	5	*	5
	41%	*58%*	*-%*	*13%*	*26%*	*67%*	*41%*	*-%*	*44%*	*-%*	*3%*	*55%*	*6%*	*55%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**9**	7	-	2	6	3	9	-	8	-	3	6	3	6
	75%	*97%*	*-%*	*38%*	*77%*	*72%*	*75%*	*-%*	*74%*	*-%*	*94%*	*69%*	*89%*	*70%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?
Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	17	12	-	5	3	1	1	2	5
Weighted total	12	9	-	4	1	*	*	3	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	*	*	-	*	-	2
	25%	-%	-%	2%	34%	-%	100%	-%	74%
Fairly Satisfied	4	4	-	3	*	*	-	-	1
	34%	45%	-%	58%	66%	100%	-%	-%	20%
Very Satisfied	5	5	-	2	-	-	-	3	*
	41%	55%	-%	40%	-%	-%	-%	100%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	9	-	4	*	*	-	3	1
	75%	100%	-%	98%	66%	100%	-%	100%	26%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	9	-	3	-	-	1	2	-	1	2	-	-	-	9
Weighted total	12	-	5	-	-	1	3	-	2	1	-	-	-	12
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	3%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	3%
Fairly Satisfied	8	-	3	-	-	1	2	-	2	-	-	-	-	8
	71%	-%	65%	-%	-%	100%	87%	-%	100%	-%	-%	-%	-%	71%
Very Satisfied	3	-	2	-	-	-	-	-	-	1	-	-	-	3
	26%	-%	35%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	5	-	-	1	2	-	2	1	-	-	-	11
	97%	-%	100%	-%	-%	100%	87%	-%	100%	100%	-%	-%	-%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	9	-	4	-	-	4	-	1	7	2	-	-	2	4	5
Weighted total	12	-	3	-	-	7	-	1	11	1	-	-	1	6	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	3%	-%	12%	-%	-%	-%	-%	-%	-%	62%	-%	-%	62%	-%	7%
Fairly Satisfied	8	-	1	-	-	6	-	1	8	-	-	-	-	5	3
	71%	-%	40%	-%	-%	77%	-%	100%	74%	-%	-%	-%	-%	81%	60%
Very Satisfied	3	-	1	-	-	2	-	-	3	*	-	-	*	1	2
	26%	-%	48%	-%	-%	23%	-%	-%	26%	38%	-%	-%	38%	19%	34%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	3	-	-	7	-	1	11	*	-	-	*	6	5
	97%	-%	88%	-%	-%	100%	-%	100%	100%	38%	-%	-%	38%	100%	93%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	9	3	-	-	-	4	5	-	4	5	5	-	1	1	-	1	-
Weighted total	12	4	-	-	-	5	7	-	5	7	6	-	2	1	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	3%	-%	-%	-%	-%	7%	-%	-%	7%	-%	6%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	8	4	-	-	-	3	5	-	3	5	6	-	-	-	-	-	-
	71%	100%	-%	-%	-%	59%	79%	-%	59%	79%	94%	-%	-%	-%	-%	-%	-%
Very Satisfied	3	-	-	-	-	2	1	-	2	1	-	-	2	1	-	*	-
	26%	-%	-%	-%	-%	34%	21%	-%	34%	21%	-%	-%	100%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	4	-	-	-	4	7	-	4	7	6	-	2	1	-	*	-
	97%	100%	-%	-%	-%	93%	100%	-%	93%	100%	94%	-%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	9	7	-	-	1	1	5	4	5	4	-	9	-
Weighted total	12	8	-	-	2	2	7	5	7	5	-	12	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	*	-	*	-	*	-
	3%	5%	-%	-%	-%	-%	-%	7%	-%	7%	-%	3%	-%
Fairly Satisfied	8	4	-	-	2	2	4	5	4	5	-	8	-
	71%	56%	-%	-%	100%	100%	54%	93%	54%	93%	-%	71%	-%
Very Satisfied	3	3	-	-	-	-	3	-	3	-	-	3	-
	26%	40%	-%	-%	-%	-%	46%	-%	46%	-%	-%	26%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	7	-	-	2	2	7	5	7	5	-	11	-
	97%	95%	-%	-%	100%	100%	100%	93%	100%	93%	-%	97%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	9	2	3	4	6	6	7	8	3	7	5	8	1	-	7	8	2
Weighted total	12	1	4	7	7	8	9	11	3	10	5	12	*	-	11	11	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	3%	62%	-%	-%	-%	-%	-%	3%	-%	4%	7%	3%	-%	-%	-%	-%	-%
Fairly Satisfied	8	-	1	7	4	4	6	8	-	7	1	8	-	-	8	8	4
	71%	-%	34%	100%	58%	59%	66%	79%	-%	68%	30%	72%	-%	-%	74%	73%	100%
Very Satisfied	3	*	3	-	3	3	3	2	3	3	3	3	*	-	3	3	-
	26%	38%	66%	-%	42%	41%	34%	18%	100%	29%	63%	25%	100%	-%	26%	27%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	*	4	7	7	8	9	10	3	10	5	11	*	-	11	11	4
	97%	38%	100%	100%	100%	100%	100%	97%	100%	96%	93%	97%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	9	7	6	-	-	9	9	9	9	9	9	-	6	9	3	5	4	-
Weighted total	12	11	8	-	-	12	12	12	12	12	12	-	7	12	2	7	5	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	3%	-%	-%	-%	-%	3%	3%	3%	3%	3%	3%	-%	6%	3%	18%	-%	7%	-%
Fairly Satisfied	8	8	7	-	-	8	8	8	8	8	8	-	4	8	1	5	3	-
	71%	74%	82%	-%	-%	71%	71%	71%	71%	71%	71%	-%	66%	71%	72%	79%	59%	-%
Very Satisfied	3	3	1	-	-	3	3	3	3	3	3	-	2	3	*	1	2	-
	26%	26%	18%	-%	-%	26%	26%	26%	26%	26%	26%	-%	28%	26%	11%	21%	34%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	11	8	-	-	11	11	11	11	11	11	-	6	11	2	7	4	-
	97%	100%	100%	-%	-%	97%	97%	97%	97%	97%	97%	-%	94%	97%	82%	100%	93%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	9	2	1	5	6	3	9	-	7	-	2	7	1	8
Weighted total	12	2	2	7	9	3	12	-	9	-	2	9	*	11
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	-	*	-	*	-	-	*	*	-
	3%	-%	-%	5%	4%	-%	3%	-%	4%	-%	-%	4%	100%	-%
Fairly Satisfied	8	2	-	5	8	-	8	-	6	-	1	7	-	8
	71%	88%	-%	76%	96%	-%	71%	-%	62%	-%	50%	76%	-%	73%
Very Satisfied	3	*	2	1	-	3	3	-	3	-	1	2	-	3
	26%	12%	100%	18%	-%	100%	26%	-%	34%	-%	50%	20%	-%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	2	2	6	8	3	11	-	9	-	2	9	-	11
	97%	100%	100%	95%	96%	100%	97%	-%	96%	-%	100%	96%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?
Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month		Month	
	TOTAL	Satisfied	Dissatisfied	Apr	May	Oct	Nov
Significance Level: 95%		*a	*b	*a	*b	*a	*b
Unweighted total	9	8	-	2	4	1	2
Weighted total	12	11	-	3	5	*	4
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-
	3%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	8	8	-	2	3	-	4
	71%	73%	-%	58%	60%	-%	100%
Very Satisfied	3	3	-	1	2	-	-
	26%	27%	-%	42%	40%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	11	-	3	5	-	4
	97%	100%	-%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	20	-	3	2	1	-	3	-	2	2	3	3	1	13
Weighted total	19	-	2	3	1	-	7	-	2	1	1	1	*	16
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	13%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	15%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Fairly Satisfied	10	-	2	3	-	-	2	-	-	1	*	1	*	8
	52%	-%	83%	100%	-%	-%	33%	-%	-%	100%	33%	90%	100%	49%
Very Satisfied	7	-	*	-	1	-	2	-	2	-	1	-	-	6
	35%	-%	17%	-%	100%	-%	33%	-%	100%	-%	67%	-%	-%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	-	2	3	1	-	5	-	2	1	1	1	*	14
	87%	-%	100%	100%	100%	-%	67%	-%	100%	100%	100%	90%	100%	85%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	13%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	20	-	6	-	1	11	-	1	14	3	1	2	6	7	13
Weighted total	19	-	6	-	*	12	-	*	18	*	*	*	1	7	12
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	13%	-%	41%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	35%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	1%	-%	-%	-%	23%	-%	-%	11%	-%	1%
Fairly Satisfied	10	-	1	-	*	8	-	*	9	*	-	*	*	3	7
	52%	-%	25%	-%	100%	62%	-%	100%	53%	40%	-%	57%	40%	41%	58%
Very Satisfied	7	-	2	-	-	5	-	-	6	*	*	*	1	2	5
	35%	-%	34%	-%	-%	37%	-%	-%	34%	37%	100%	43%	50%	24%	41%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	-	3	-	*	12	-	*	16	*	*	*	1	4	12
	87%	-%	59%	-%	100%	99%	-%	100%	87%	77%	100%	100%	89%	65%	99%
NET: Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	13%	-%	41%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	35%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	20	7	3	2	2	7	13	-	7	13	6	4	3	3	3	-	-
Weighted total	19	9	3	3	*	9	10	-	9	10	6	3	5	3	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	13%	27%	-%	-%	-%	-%	24%	-%	-%	24%	-%	-%	49%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	-%	33%	-%	1%	-%	-%	1%	-%	-%	-%	-%	7%	-%	-%
Fairly Satisfied	10	4	2	2	*	5	5	-	5	5	3	1	3	3	*	-	-
	52%	42%	58%	93%	67%	50%	53%	-%	50%	53%	55%	30%	51%	94%	14%	-%	-%
Very Satisfied	7	3	1	*	-	4	2	-	4	2	3	2	-	*	1	-	-
	35%	32%	42%	7%	-%	50%	22%	-%	50%	22%	45%	70%	-%	6%	79%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	7	3	3	*	9	8	-	9	8	6	3	3	3	1	-	-
	87%	73%	100%	100%	67%	100%	75%	-%	100%	75%	100%	100%	51%	100%	93%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	13%	27%	-%	-%	-%	-%	24%	-%	-%	24%	-%	-%	49%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

		Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	TOTAL	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	20	10	1	2	2	4	13	7	8	12	-	19	1
Weighted total	19	9	2	4	1	3	11	8	7	12	-	19	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	13%	-%	-%	59%	-%	-%	-%	29%	-%	20%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	*	-	-	*	-	*	-
	1%	-%	-%	-%	-%	4%	1%	-%	-%	1%	-%	1%	-%
Fairly Satisfied	10	6	2	-	*	2	6	4	4	6	-	10	-
	52%	63%	100%	-%	15%	84%	56%	47%	51%	53%	-%	52%	-%
Very Satisfied	7	3	-	2	1	*	5	2	3	3	-	7	*
	35%	37%	-%	41%	85%	12%	43%	24%	49%	27%	-%	34%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	9	2	2	1	3	11	6	7	10	-	16	*
	87%	100%	100%	41%	100%	96%	99%	71%	100%	79%	-%	87%	100%
NET: Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	13%	-%	-%	59%	-%	-%	-%	29%	-%	20%	-%	13%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	20	5	7	8	17	10	17	17	9	9	12	15	-	4	13	17	7
Weighted total	19	6	8	4	15	7	15	18	8	10	14	15	-	4	12	15	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	13%	-%	28%	-%	16%	32%	16%	14%	-%	25%	17%	16%	-%	-%	-%	16%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	-%	-%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	3%
Fairly Satisfied	10	4	3	3	8	3	8	9	5	4	7	7	-	3	7	8	2
	52%	66%	36%	62%	56%	43%	56%	51%	63%	40%	46%	44%	-%	88%	58%	56%	50%
Very Satisfied	7	2	3	2	4	2	4	6	3	3	5	6	-	*	5	4	2
	35%	34%	35%	36%	26%	23%	26%	35%	36%	35%	37%	40%	-%	12%	41%	26%	48%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	6	6	4	12	5	12	15	8	7	12	13	-	4	12	12	4
	87%	100%	72%	98%	83%	67%	83%	86%	99%	74%	83%	84%	-%	100%	99%	83%	97%
NET: Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	13%	-%	28%	-%	16%	32%	16%	14%	-%	25%	17%	16%	-%	-%	-%	16%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	20	13	10	1	-	16	19	18	19	20	20	-	15	19	6	2	16	2
Weighted total	19	12	6	*	-	18	19	18	19	19	19	-	13	19	6	1	17	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	13%	-%	39%	-%	-%	13%	13%	13%	13%	13%	13%	-%	-%	13%	-%	-%	14%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	1%	-%	2%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	-%	20%
Fairly Satisfied	10	8	3	*	-	9	10	9	10	10	10	-	7	10	4	-	9	*
	52%	70%	57%	100%	-%	51%	53%	52%	53%	52%	52%	-%	53%	53%	58%	-%	55%	80%
Very Satisfied	7	4	*	-	-	7	6	6	6	7	7	-	6	6	3	1	5	-
	35%	30%	3%	-%	-%	36%	34%	34%	34%	35%	35%	-%	46%	34%	42%	100%	31%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	12	4	*	-	16	16	16	16	17	17	-	13	16	6	1	15	*
	87%	100%	59%	100%	-%	87%	87%	86%	87%	87%	87%	-%	99%	87%	100%	100%	86%	80%
NET: Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	13%	-%	39%	-%	-%	13%	13%	13%	13%	13%	13%	-%	-%	13%	-%	-%	14%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	20	7	1	11	11	9	19	1	14	1	4	15	5	15
Weighted total	19	4	2	10	9	10	19	*	16	2	4	15	5	14
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	2	2	-	2	-	2	-	2	-
	13%	-%	100%	-%	-%	24%	13%	-%	15%	-%	57%	-%	49%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	-	-	*	-	*	-
	1%	3%	-%	-%	1%	-%	1%	-%	-%	-%	3%	-%	2%	-%
Fairly Satisfied	10	3	-	4	7	3	9	*	9	-	*	9	1	9
	52%	83%	-%	40%	79%	27%	51%	100%	54%	-%	10%	64%	14%	65%
Very Satisfied	7	1	-	6	2	5	7	-	5	2	1	5	2	5
	35%	14%	-%	60%	20%	49%	36%	-%	31%	100%	30%	36%	34%	35%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	4	-	10	9	7	16	*	13	2	2	15	2	14
	87%	97%	-%	100%	99%	76%	87%	100%	85%	100%	40%	100%	48%	100%
NET: Dissatisfied	2	-	2	-	-	2	2	-	2	-	2	-	2	-
	13%	-%	100%	-%	-%	24%	13%	-%	15%	-%	57%	-%	49%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?
Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month			Month	
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	20	18	1	5	4	3	1	1	2	1	3
Weighted total	19	17	2	4	4	5	*	2	1	*	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	2	-	-	-	-	-
	13%	-%	100%	-%	-%	53%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%
Fairly Satisfied	10	10	-	4	-	*	-	2	1	-	4
	52%	60%	-%	95%	-%	10%	-%	100%	100%	-%	97%
Very Satisfied	7	7	-	*	4	2	*	-	-	*	-
	35%	40%	-%	5%	100%	37%	100%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	17	-	4	4	2	*	2	1	*	4
	87%	100%	-%	100%	100%	47%	100%	100%	100%	100%	97%
NET: Dissatisfied	2	-	2	-	-	2	-	-	-	-	-
	13%	-%	100%	-%	-%	53%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker

Table 82

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	10	1	-	-	2	1	-	1	1	-	2	1	1	6
Weighted total	7	1	-	-	1	*	-	2	*	-	1	*	*	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	1	-	-	-	-	-	-	*	-	-	-	-	2
	24%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	30%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	-%	-%	-%
Fairly Satisfied	1	-	-	-	*	*	-	-	-	-	-	*	*	*
	12%	-%	-%	-%	12%	100%	-%	-%	-%	-%	-%	100%	100%	6%
Very Satisfied	4	-	-	-	1	-	-	2	-	-	*	-	-	4
	58%	-%	-%	-%	88%	-%	-%	100%	-%	-%	52%	-%	-%	64%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	-	-	1	*	-	2	-	-	*	*	*	4
	70%	-%	-%	-%	100%	100%	-%	100%	-%	-%	52%	100%	100%	70%
NET: Dissatisfied	2	1	-	-	-	-	-	-	*	-	-	-	-	2
	24%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	30%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	10	1	1	-	1	6	-	1	6	4	-	-	4	5	5
Weighted total	7	*	*	-	*	5	-	1	6	1	-	-	1	2	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	*	-	1	1	*	-	-	*	*	1
	24%	-%	-%	-%	-%	4%	-%	100%	23%	30%	-%	-%	30%	9%	30%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	6%	-%	-%	-%	-%	10%	-%	-%	7%	-%	-%	-%	-%	-%	9%
Fairly Satisfied	1	*	*	-	-	*	-	-	*	*	-	-	*	*	1
	12%	100%	100%	-%	-%	6%	-%	-%	7%	70%	-%	-%	70%	12%	12%
Very Satisfied	4	-	-	-	*	4	-	-	4	-	-	-	-	2	2
	58%	-%	-%	-%	100%	80%	-%	-%	64%	-%	-%	-%	-%	79%	48%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	*	*	-	*	4	-	-	5	*	-	-	*	2	3
	70%	100%	100%	-%	100%	86%	-%	-%	70%	70%	-%	-%	70%	91%	61%
NET: Dissatisfied	2	-	-	-	-	*	-	1	1	*	-	-	*	*	1
	24%	-%	-%	-%	-%	4%	-%	100%	23%	30%	-%	-%	30%	9%	30%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	10	5	2	-	-	4	6	-	4	6	4	1	-	3	1	-	-
Weighted total	7	4	1	-	-	3	4	-	3	4	4	*	-	2	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	1	*	-	-	*	1	-	*	1	-	-	-	*	-	-	-
	24%	39%	30%	-%	-%	5%	41%	-%	5%	41%	-%	-%	-%	12%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	6%	-%	70%	-%	-%	-%	12%	-%	-%	12%	12%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	-	-	*	*	-	*	*	*	*	-	*	*	-	-
	12%	16%	-%	-%	-%	13%	12%	-%	13%	12%	12%	100%	-%	11%	100%	-%	-%
Very Satisfied	4	2	-	-	-	3	1	-	3	1	3	-	-	1	-	-	-
	58%	45%	-%	-%	-%	82%	35%	-%	82%	35%	77%	-%	-%	78%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	-	-	3	2	-	3	2	3	*	-	1	*	-	-
	70%	61%	-%	-%	-%	95%	47%	-%	95%	47%	88%	100%	-%	88%	100%	-%	-%
NET: Dissatisfied	2	1	*	-	-	*	1	-	*	1	-	-	-	*	-	-	-
	24%	39%	30%	-%	-%	5%	41%	-%	5%	41%	-%	-%	-%	12%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	10	5	3	-	1	1	6	4	5	5	-	10	-
Weighted total	7	5	2	-	*	*	5	2	5	2	-	7	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	*	1	*	1	-	2	-
	24%	34%	-%	-%	-%	-%	4%	65%	4%	63%	-%	24%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	*	-	*	-	*	-
	6%	-%	23%	-%	-%	-%	-%	19%	-%	18%	-%	6%	-%
Fairly Satisfied	1	*	*	-	*	*	1	*	*	*	-	1	-
	12%	9%	9%	-%	100%	100%	11%	16%	9%	19%	-%	12%	-%
Very Satisfied	4	3	1	-	-	-	4	-	4	-	-	4	-
	58%	57%	67%	-%	-%	-%	85%	-%	87%	-%	-%	58%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	1	-	*	*	5	*	5	*	-	5	-
	70%	66%	77%	-%	100%	100%	96%	16%	96%	19%	-%	70%	-%
NET: Dissatisfied	2	2	-	-	-	-	*	1	*	1	-	2	-
	24%	34%	-%	-%	-%	-%	4%	65%	4%	63%	-%	24%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	10	4	1	5	5	7	9	8	5	7	5	7	-	3	5	8	2
Weighted total	7	1	*	6	1	6	7	6	1	6	3	6	-	1	5	5	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	*	-	1	*	2	2	1	*	1	*	1	-	*	1	*	-
	24%	15%	-%	26%	13%	28%	25%	23%	18%	25%	6%	25%	-%	17%	30%	4%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	6%	34%	-%	-%	-%	-%	-%	7%	-%	7%	-%	7%	-%	-%	9%	-%	-%
Fairly Satisfied	1	*	*	1	1	*	1	*	1	*	*	*	-	*	*	1	*
	12%	14%	100%	9%	54%	4%	13%	7%	82%	7%	10%	7%	-%	40%	4%	17%	7%
Very Satisfied	4	*	-	4	*	4	4	4	-	4	3	4	-	*	3	4	1
	58%	37%	-%	64%	33%	68%	62%	63%	-%	61%	84%	61%	-%	43%	58%	79%	93%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	*	4	1	4	5	5	1	4	3	4	-	1	3	5	1
	70%	51%	100%	74%	87%	72%	75%	70%	82%	68%	94%	68%	-%	83%	61%	96%	100%
NET: Dissatisfied	2	*	-	1	*	2	2	1	*	1	*	1	-	*	1	*	-
	24%	15%	-%	26%	13%	28%	25%	23%	18%	25%	6%	25%	-%	17%	30%	4%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	10	6	6	1	-	8	10	10	10	9	10	-	6	10	-	2	8	-
Weighted total	7	4	3	*	-	7	7	7	7	7	7	-	5	7	-	1	6	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	*	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	24%	5%	7%	-%	-%	25%	24%	24%	24%	24%	24%	-%	33%	24%	-%	-%	29%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	6%	-%	-%	-%	-%	-%	6%	6%	6%	6%	6%	-%	9%	6%	-%	-%	8%	-%
Fairly Satisfied	1	1	1	*	-	1	1	1	1	1	1	-	*	1	-	*	1	-
	12%	19%	27%	100%	-%	12%	12%	12%	12%	10%	12%	-%	2%	12%	-%	7%	14%	-%
Very Satisfied	4	3	2	-	-	4	4	4	4	4	4	-	3	4	-	1	3	-
	58%	76%	66%	-%	-%	63%	58%	58%	58%	59%	58%	-%	56%	58%	-%	93%	50%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	4	2	*	-	5	5	5	5	5	5	-	3	5	-	1	4	-
	70%	95%	93%	100%	-%	75%	70%	70%	70%	70%	70%	-%	58%	70%	-%	100%	63%	-%
NET: Dissatisfied	2	*	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	24%	5%	7%	-%	-%	25%	24%	24%	24%	24%	24%	-%	33%	24%	-%	-%	29%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	10	3	2	5	7	3	10	-	10	-	2	8	5	5
Weighted total	7	2	*	5	4	3	7	-	7	-	4	3	2	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	1	*	-	*	1	2	-	2	-	-	2	2	-
	24%	74%	52%	-%	5%	51%	24%	-%	24%	-%	-%	48%	70%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	6%	22%	-%	-%	10%	-%	6%	-%	6%	-%	-%	13%	18%	-%
Fairly Satisfied	1	*	*	1	1	*	1	-	1	-	-	1	*	1
	12%	5%	48%	13%	17%	6%	12%	-%	12%	-%	-%	26%	11%	13%
Very Satisfied	4	-	-	4	3	1	4	-	4	-	4	*	-	4
	58%	-%	-%	87%	68%	43%	58%	-%	58%	-%	100%	14%	-%	87%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	*	*	5	4	1	5	-	5	-	4	1	*	5
	70%	5%	48%	100%	85%	49%	70%	-%	70%	-%	100%	39%	11%	100%
NET: Dissatisfied	2	1	*	-	*	1	2	-	2	-	-	2	2	-
	24%	74%	52%	-%	5%	51%	24%	-%	24%	-%	-%	48%	70%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?
Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month		Month		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Mar	Apr	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	10	7	2	3	1	1	2	2	1
Weighted total	7	5	2	2	*	*	1	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	2	-
	24%	-%	100%	-%	-%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	-
	6%	-%	-%	-%	-%	-%	50%	-%	-%
Fairly Satisfied	1	1	-	*	-	*	*	-	-
	12%	18%	-%	22%	-%	100%	50%	-%	-%
Very Satisfied	4	4	-	1	*	-	-	-	2
	58%	82%	-%	78%	100%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	-	2	*	*	*	-	2
	70%	100%	-%	100%	100%	100%	50%	-%	100%
NET: Dissatisfied	2	-	2	-	-	-	-	2	-
	24%	-%	100%	-%	-%	-%	-%	100%	-%

Columns Tested: a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	38	2	1	3	3	2	1	2	6	2	5	9	2	22
Weighted total	34	3	1	3	4	1	*	5	8	1	2	3	1	28
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	-	3	-	1	-	-	2	-	-	-	-	6
	18%	-%	-%	94%	-%	84%	-%	-%	20%	-%	-%	-%	-%	21%
Fairly Satisfied	19	3	1	-	4	-	-	-	6	1	1	2	*	16
	56%	100%	100%	-%	100%	-%	-%	-%	80%	84%	39%	62%	19%	58%
Very Satisfied	9	-	-	*	-	*	*	5	-	*	1	1	*	6
	26%	-%	-%	6%	-%	16%	100%	100%	-%	16%	61%	38%	81%	21%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	3	1	*	4	*	*	5	6	1	2	3	1	22
	82%	100%	100%	6%	100%	16%	100%	100%	80%	100%	100%	100%	100%	79%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	2	2	1	11	1	19	28	5	1	4	10	19	19
Weighted total	34	1	1	1	*	11	1	16	32	1	*	1	2	15	19
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	*	-	-	2	-	4	6	*	-	-	*	6	-
	18%	-%	45%	-%	-%	15%	-%	24%	17%	41%	-%	-%	20%	39%	-%
Fairly Satisfied	19	1	*	1	-	4	1	10	19	*	*	*	*	7	12
	56%	100%	55%	100%	-%	31%	100%	63%	58%	12%	100%	14%	22%	48%	63%
Very Satisfied	9	-	-	-	*	6	-	2	8	*	-	1	1	2	7
	26%	-%	-%	-%	100%	54%	-%	14%	24%	46%	-%	86%	58%	13%	37%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	1	*	1	*	10	1	13	26	1	*	1	1	9	19
	82%	100%	55%	100%	100%	85%	100%	76%	83%	59%	100%	100%	80%	61%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**38**	14	4	4	1	23	15	7	16	15	17	9	3	-	3	5	-
Weighted total	**34**	19	2	2	*	24	10	6	18	10	16	12	3	-	1	1	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**6**	6	-	-	-	6	*	3	3	*	4	2	-	-	*	-	-
	18%	*29%*	*-%*	*-%*	*-%*	*23%*	*4%*	*42%*	*16%*	*4%*	*25%*	*14%*	*-%*	*-%*	*52%*	*-%*	*-%*
Fairly Satisfied	**19**	7	2	2	-	11	8	2	9	8	9	5	3	-	-	*	-
	56%	*37%*	*94%*	*90%*	*-%*	*46%*	*83%*	*37%*	*49%*	*83%*	*61%*	*40%*	*100%*	*-%*	*-%*	*19%*	*-%*
Very Satisfied	**9**	6	*	*	*	8	1	1	6	1	2	5	-	-	*	1	-
	26%	*34%*	*6%*	*10%*	*100%*	*31%*	*13%*	*21%*	*35%*	*13%*	*14%*	*46%*	*-%*	*-%*	*48%*	*81%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**28**	13	2	2	*	19	9	4	15	9	12	10	3	-	*	1	-
	82%	*71%*	*100%*	*100%*	*100%*	*77%*	*96%*	*58%*	*84%*	*96%*	*75%*	*86%*	*100%*	*-%*	*48%*	*100%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*a	b	*c
Unweighted total	**38**	28	3	3	1	2	33	5	29	9	-	36	2
Weighted total	**34**	25	3	3	*	2	28	5	22	11	-	32	2
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**6**	6	-	-	-	-	3	3	3	3	-	6	-
	18%	*23%*	*-%*	*-%*	*-%*	*-%*	*11%*	*52%*	*14%*	*24%*	*-%*	*19%*	*-%*
Fairly Satisfied	**19**	14	*	3	-	2	17	2	13	6	-	17	1
	56%	*56%*	*11%*	*92%*	*-%*	*78%*	*59%*	*40%*	*59%*	*52%*	*-%*	*55%*	*77%*
Very Satisfied	**9**	5	2	*	*	*	8	*	6	3	-	8	*
	26%	*20%*	*89%*	*8%*	*100%*	*22%*	*29%*	*8%*	*27%*	*25%*	*-%*	*26%*	*23%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**28**	19	3	3	*	2	25	3	19	9	-	26	2
	82%	*77%*	*100%*	*100%*	*100%*	*100%*	*89%*	*48%*	*86%*	*76%*	*-%*	*81%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	38	18	10	10	34	28	36	31	17	16	25	22	-	15	20	37	7
Weighted total	34	17	9	7	27	25	31	29	13	16	20	21	-	12	13	32	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	4	2	*	3	5	6	6	2	2	3	2	-	4	2	6	*
	18%	22%	19%	5%	12%	19%	19%	20%	16%	10%	16%	7%	-%	36%	12%	18%	10%
Fairly Satisfied	19	9	6	3	15	12	16	16	9	7	11	13	-	6	7	17	2
	56%	53%	72%	44%	56%	49%	52%	53%	72%	47%	55%	61%	-%	50%	55%	54%	55%
Very Satisfied	9	4	1	4	9	8	9	8	2	7	6	7	-	2	4	9	1
	26%	24%	9%	51%	32%	32%	29%	26%	12%	43%	29%	32%	-%	14%	33%	28%	35%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	14	7	7	24	20	25	23	11	14	17	20	-	8	12	26	3
	82%	78%	81%	95%	88%	81%	81%	80%	84%	90%	84%	93%	-%	64%	88%	82%	90%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	38	29	25	2	1	32	35	35	36	31	35	1	28	35	5	7	28	2
Weighted total	34	25	21	4	2	25	29	30	31	27	30	2	24	30	5	7	21	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	6	3	-	2	4	6	6	6	4	6	-	4	5	-	-	6	-
	18%	24%	14%	-%	100%	17%	20%	19%	19%	15%	20%	-%	18%	16%	-%	-%	28%	-%
Fairly Satisfied	19	13	14	2	-	16	17	19	19	17	17	-	17	19	1	6	12	*
	56%	54%	64%	38%	-%	62%	59%	62%	61%	63%	58%	-%	71%	64%	29%	89%	58%	14%
Very Satisfied	9	5	5	3	-	5	6	6	6	6	6	2	3	6	4	1	3	3
	26%	22%	22%	62%	-%	21%	21%	18%	19%	22%	22%	100%	11%	20%	71%	11%	14%	86%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	19	18	4	-	21	23	24	25	23	24	2	19	25	5	7	15	3
	82%	76%	86%	100%	-%	83%	80%	81%	81%	85%	80%	100%	82%	84%	100%	100%	72%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	a	*b	*a	b	*a	b
Unweighted total	**38**	5	8	25	23	15	31	7	33	1	4	32	5	33
Weighted total	**34**	7	6	20	20	14	27	6	30	1	2	30	5	28
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**6**	-	-	6	3	3	4	2	6	-	-	6	3	3
	18%	*-%*	*-%*	*29%*	*16%*	*19%*	*16%*	*26%*	*19%*	*-%*	*-%*	*20%*	*57%*	*10%*
Fairly Satisfied	**19**	5	5	9	12	7	18	1	16	1	2	16	2	17
	56%	*67%*	*85%*	*44%*	*61%*	*50%*	*64%*	*21%*	*53%*	*100%*	*83%*	*53%*	*43%*	*59%*
Very Satisfied	**9**	2	1	6	5	4	5	3	8	-	*	8	-	9
	26%	*33%*	*15%*	*27%*	*23%*	*31%*	*20%*	*53%*	*28%*	*-%*	*17%*	*27%*	*-%*	*31%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**28**	7	6	15	17	11	23	5	24	1	2	24	2	25
	82%	*100%*	*100%*	*71%*	*84%*	*81%*	*84%*	*74%*	*81%*	*100%*	*100%*	*80%*	*43%*	*90%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?
Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	38	34	-	4	3	3	5	9	5	2	7
Weighted total	34	28	-	4	3	2	7	8	3	2	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	-	-	-	2	4	-	*	-	-
	18%	-%	-%	-%	-%	72%	54%	-%	11%	-%	-%
Fairly Satisfied	19	19	-	4	2	-	3	5	*	1	3
	56%	68%	-%	97%	64%	-%	46%	61%	9%	77%	76%
Very Satisfied	9	9	-	*	1	1	-	3	3	*	1
	26%	32%	-%	3%	36%	28%	-%	39%	80%	23%	24%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	28	-	4	3	1	3	8	3	2	5
	82%	100%	-%	100%	100%	28%	46%	100%	89%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	**26**	2	5	2	1	3	3	2	2	1	3	2	-	21
Weighted total	**37**	2	7	5	1	3	7	5	3	1	1	1	-	35
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**1**	-	-	-	-	-	-	-	-	1	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*4%*
Fairly Satisfied	**21**	2	3	5	-	1	5	3	2	-	*	-	-	21
	58%	*100%*	*50%*	*100%*	-%	*54%*	*68%*	*50%*	*50%*	-%	*32%*	-%	-%	*61%*
Very Satisfied	**14**	-	3	-	1	1	2	3	2	-	1	1	-	12
	39%	-%	*50%*	-%	*100%*	*46%*	*32%*	*50%*	*50%*	-%	*68%*	*100%*	-%	*36%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**36**	2	7	5	1	3	7	5	3	-	1	1	-	33
	97%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	-%	*96%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

		Industry							Business Size					Urbanity	
	TOTAL	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	26	1	-	2	1	10	1	11	23	3	-	-	3	16	10
Weighted total	37	1	-	4	1	14	2	14	36	1	-	-	1	27	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	9%	3%	-%	-%	-%	-%	-%	12%
Fairly Satisfied	21	-	-	2	1	10	-	8	21	1	-	-	1	15	6
	58%	-%	-%	38%	100%	75%	-%	59%	57%	100%	-%	-%	100%	56%	63%
Very Satisfied	14	1	-	3	-	3	2	5	14	-	-	-	-	12	3
	39%	100%	-%	62%	-%	25%	100%	32%	39%	-%	-%	-%	-%	44%	25%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	1	-	4	1	14	2	13	35	1	-	-	1	27	9
	97%	100%	-%	100%	100%	100%	100%	91%	97%	100%	-%	-%	100%	100%	88%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	26	13	1	-	-	19	7	5	14	7	18	4	2	1	-	-	-
Weighted total	37	22	2	-	-	26	11	8	18	11	30	4	*	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	11%	-%	-%	11%	4%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	21	11	2	-	-	15	7	3	11	7	16	3	*	-	-	-	-
	58%	48%	100%	-%	-%	56%	62%	43%	62%	62%	55%	60%	100%	-%	-%	-%	-%
Very Satisfied	14	11	-	-	-	11	3	4	7	3	12	2	-	*	-	-	-
	39%	52%	-%	-%	-%	44%	26%	57%	38%	26%	41%	40%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	22	2	-	-	26	10	8	18	10	28	4	*	*	-	-	-
	97%	100%	100%	-%	-%	100%	89%	100%	100%	89%	96%	100%	100%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**26**	20	4	-	-	1	17	9	15	11	-	25	1
Weighted total	**37**	28	6	-	-	1	21	16	18	19	-	36	*
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	-	-	-	-	1	1	-	1	-	-	1	-
	3%	*-%*	*-%*	*-%*	*-%*	*100%*	*6%*	*-%*	*7%*	*-%*	*-%*	*3%*	*-%*
Fairly Satisfied	**21**	18	4	-	-	-	11	11	8	14	-	21	-
	58%	*63%*	*70%*	*-%*	*-%*	*-%*	*50%*	*69%*	*43%*	*73%*	*-%*	*59%*	*-%*
Very Satisfied	**14**	10	2	-	-	-	9	5	9	5	-	14	*
	39%	*37%*	*30%*	*-%*	*-%*	*-%*	*44%*	*31%*	*51%*	*27%*	*-%*	*38%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**36**	28	6	-	-	-	20	16	17	19	-	35	*
	97%	*100%*	*100%*	*-%*	*-%*	*-%*	*94%*	*100%*	*93%*	*100%*	*-%*	*97%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	26	13	3	9	20	14	21	19	8	9	14	12	-	13	11	23	-
Weighted total	37	22	3	10	26	19	27	30	12	11	17	15	-	20	16	33	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	1	1	1	-	1	-	1	-	-	1	-	-
	3%	-%	47%	-%	-%	6%	5%	4%	-%	11%	-%	8%	-%	-%	8%	-%	-%
Fairly Satisfied	21	13	1	4	12	9	12	18	6	4	9	9	-	13	5	19	-
	58%	60%	53%	45%	47%	47%	45%	61%	51%	38%	54%	60%	-%	64%	29%	58%	-%
Very Satisfied	14	9	-	5	14	9	14	11	6	6	8	5	-	7	10	14	-
	39%	40%	-%	55%	53%	46%	51%	35%	49%	51%	46%	32%	-%	36%	63%	42%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	22	1	10	26	18	26	29	12	10	17	13	-	20	15	33	-
	97%	100%	53%	100%	100%	94%	95%	96%	100%	89%	100%	92%	-%	100%	92%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	26	14	18	2	1	18	25	20	25	19	25	-	14	24	3	10	16	-
Weighted total	37	18	23	1	*	28	36	27	36	28	36	-	19	33	5	18	19	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	7%	-%
Fairly Satisfied	21	10	13	1	*	18	21	17	21	17	21	-	10	19	3	12	10	-
	58%	56%	57%	100%	100%	62%	60%	64%	60%	61%	59%	-%	52%	57%	56%	64%	52%	-%
Very Satisfied	14	8	10	-	-	11	14	10	14	11	14	-	9	14	2	7	8	-
	39%	44%	43%	-%	-%	38%	40%	36%	40%	39%	38%	-%	48%	43%	44%	36%	41%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	18	23	1	*	28	36	27	36	28	35	-	19	33	5	18	17	-
	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	-%	100%	100%	100%	100%	93%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**26**	5	3	18	19	7	26	-	16	4	9	16	5	21
Weighted total	**37**	7	5	24	26	11	37	-	23	6	12	24	7	30
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	1	-	-	-	1	1	-	1	-	-	1	1	-
	3%	*17%*	*-%*	*-%*	*-%*	*11%*	*3%*	*-%*	*5%*	*-%*	*-%*	*5%*	*18%*	*-%*
Fairly Satisfied	**21**	4	2	15	16	5	21	-	11	2	8	13	3	19
	58%	*54%*	*45%*	*62%*	*62%*	*49%*	*58%*	*-%*	*50%*	*42%*	*65%*	*56%*	*41%*	*62%*
Very Satisfied	**14**	2	3	9	10	4	14	-	10	3	4	9	3	11
	39%	*29%*	*55%*	*38%*	*38%*	*40%*	*39%*	*-%*	*44%*	*58%*	*35%*	*39%*	*41%*	*38%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**36**	6	5	24	26	10	36	-	21	6	12	23	6	30
	97%	*83%*	*100%*	*100%*	*100%*	*89%*	*97%*	*-%*	*95%*	*100%*	*100%*	*95%*	*82%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?
Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	26	25	-	2	2	2	1	2	8	3	3	3
Weighted total	37	36	-	3	1	3	2	3	13	4	4	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%
Fairly Satisfied	21	21	-	3	*	-	-	3	7	2	3	4
	58%	60%	-%	100%	26%	-%	-%	86%	55%	45%	67%	89%
Very Satisfied	14	14	-	-	*	3	2	*	6	2	-	*
	39%	40%	-%	-%	74%	100%	100%	14%	45%	55%	-%	11%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	36	-	3	1	3	2	3	13	4	3	4
	97%	100%	-%	100%	100%	100%	100%	100%	100%	100%	67%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 85

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	17	1	1	2	3	1	1	1	-	3	1	2	1	13
Weighted total	16	2	*	5	2	1	*	2	-	3	*	*	*	15
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	8%	-%	-%	-%	-%	-%	-%	-%	-%	46%	-%	-%	-%	8%
Fairly Satisfied	7	-	-	5	*	-	-	-	-	1	*	*	*	6
	45%	-%	-%	100%	11%	-%	-%	-%	-%	45%	100%	100%	100%	42%
Very Satisfied	7	2	*	-	1	1	*	2	-	*	-	-	-	7
	47%	100%	100%	-%	89%	100%	100%	100%	-%	9%	-%	-%	-%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	2	*	5	2	1	*	2	-	1	*	*	*	13
	92%	100%	100%	100%	100%	100%	100%	100%	-%	54%	100%	100%	100%	92%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	-	6	-	-	8	1	2	9	4	3	1	8	11	6
Weighted total	16	-	3	-	-	8	2	1	14	1	*	*	1	14	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	8%	-%	-%	-%	-%	-%	-%	93%	9%	-%	-%	-%	-%	9%	-%
Fairly Satisfied	7	-	1	-	-	4	2	*	6	*	*	-	*	7	*
	45%	-%	25%	-%	-%	43%	100%	7%	46%	34%	59%	-%	37%	49%	16%
Very Satisfied	7	-	3	-	-	5	-	-	6	*	*	*	1	6	2
	47%	-%	75%	-%	-%	57%	-%	-%	46%	66%	41%	100%	63%	42%	84%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	-	3	-	-	8	2	*	13	1	*	*	1	12	2
	92%	-%	100%	-%	-%	100%	100%	7%	91%	100%	100%	100%	100%	91%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**17**	9	-	2	1	4	13	-	4	13	11	1	2	1	1	1	-
Weighted total	**16**	9	-	3	*	4	12	-	4	12	12	*	3	*	*	*	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	8%	*14%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*11%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**7**	2	-	3	-	4	3	-	4	3	4	*	2	*	-	*	-
	45%	*20%*	*-%*	*100%*	*-%*	*100%*	*27%*	*-%*	*100%*	*27%*	*32%*	*100%*	*92%*	*100%*	*-%*	*100%*	*-%*
Very Satisfied	**7**	6	-	-	*	-	7	-	-	7	7	-	*	-	*	-	-
	47%	*65%*	*-%*	*-%*	*100%*	*-%*	*63%*	*-%*	*-%*	*63%*	*58%*	*-%*	*8%*	*-%*	*100%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**14**	7	-	3	*	4	10	-	4	10	11	*	3	*	*	*	-
	92%	*86%*	*-%*	*100%*	*100%*	*100%*	*89%*	*-%*	*100%*	*89%*	*90%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	17	8	1	2	3	2	11	6	7	10	-	17	-
Weighted total	16	8	1	3	2	2	10	6	8	7	-	16	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	1	-	1	-	-	1	-
	8%	15%	-%	-%	-%	-%	13%	-%	15%	-%	-%	8%	-%
Fairly Satisfied	7	7	-	-	-	*	7	*	5	2	-	7	-
	45%	82%	-%	-%	-%	10%	70%	2%	66%	21%	-%	45%	-%
Very Satisfied	7	*	1	3	2	2	2	6	1	6	-	7	-
	47%	3%	100%	100%	100%	90%	17%	98%	18%	79%	-%	47%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	7	1	3	2	2	9	6	7	7	-	14	-
	92%	85%	100%	100%	100%	100%	87%	100%	85%	100%	-%	92%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	17	7	3	7	15	12	16	16	4	12	12	13	-	3	12	16	4
Weighted total	16	6	1	8	13	11	14	15	1	14	8	14	-	2	14	14	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	1	1	1	1	-	-	1	-	-	1	-	1	-
	8%	19%	-%	-%	10%	12%	9%	8%	-%	-%	16%	-%	-%	78%	-%	9%	-%
Fairly Satisfied	7	4	*	3	7	5	7	7	*	7	3	7	-	*	7	7	1
	45%	59%	30%	35%	55%	49%	50%	44%	38%	48%	43%	49%	-%	7%	49%	50%	48%
Very Satisfied	7	1	*	5	4	4	6	7	*	7	3	7	-	*	7	6	1
	47%	22%	70%	65%	35%	39%	41%	47%	62%	52%	41%	51%	-%	15%	51%	41%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	5	1	8	11	9	13	14	1	14	6	14	-	*	14	13	3
	92%	81%	100%	100%	90%	88%	91%	92%	100%	100%	84%	100%	-%	22%	100%	91%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	17	13	12	2	-	15	17	12	17	16	17	-	12	16	7	2	13	2
Weighted total	16	12	7	1	-	14	16	11	16	15	16	-	13	13	6	2	12	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	1	1	-	1	1	1	-	1	1	-	-	-	1
	8%	10%	-%	-%	-%	9%	8%	-%	8%	8%	8%	-%	9%	9%	-%	-%	-%	88%
Fairly Satisfied	7	7	2	*	-	7	7	7	7	7	7	-	7	7	4	*	6	*
	45%	56%	23%	8%	-%	48%	45%	62%	45%	46%	45%	-%	51%	53%	72%	22%	53%	12%
Very Satisfied	7	4	6	1	-	6	7	4	7	7	7	-	5	5	2	2	6	-
	47%	34%	77%	92%	-%	43%	47%	38%	47%	46%	47%	-%	40%	38%	28%	78%	47%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	11	7	1	-	13	14	11	14	14	14	-	12	12	6	2	12	*
	92%	90%	100%	100%	-%	91%	92%	100%	92%	92%	92%	-%	91%	91%	100%	100%	100%	12%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**17**	5	4	8	10	7	17	-	11	2	5	12	4	13
Weighted total	**16**	3	3	9	7	8	16	-	8	3	6	9	3	12
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	1	-	-	1	-	1	-	1	-	-	1	1	-
	8%	*41%*	*-%*	*-%*	*17%*	*-%*	*8%*	*-%*	*16%*	*-%*	*-%*	*13%*	*40%*	*-%*
Fairly Satisfied	**7**	*	1	6	4	3	7	-	3	*	4	3	1	6
	45%	*6%*	*17%*	*69%*	*60%*	*31%*	*45%*	*-%*	*40%*	*7%*	*60%*	*35%*	*21%*	*51%*
Very Satisfied	**7**	2	3	3	2	6	7	-	4	2	3	5	1	6
	47%	*53%*	*83%*	*31%*	*23%*	*69%*	*47%*	*-%*	*44%*	*93%*	*40%*	*52%*	*40%*	*49%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**14**	2	3	9	6	8	14	-	7	3	6	8	2	12
	92%	*59%*	*100%*	*100%*	*83%*	*100%*	*92%*	*-%*	*84%*	*100%*	*100%*	*87%*	*60%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?
Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	17	16	-	4	3	1	1	2	3	2	1
Weighted total	16	14	-	3	2	2	*	1	2	4	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	-	1	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%
Fairly Satisfied	7	7	-	3	*	2	-	1	-	-	-
	45%	49%	-%	100%	9%	100%	-%	100%	-%	-%	-%
Very Satisfied	7	7	-	-	2	-	*	-	2	2	1
	47%	51%	-%	-%	91%	-%	100%	-%	100%	66%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	14	-	3	2	2	*	1	2	2	1
	92%	100%	-%	100%	100%	100%	100%	100%	100%	66%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	1	2	-	3	3	-	1	-	1	-	1	2	11
Weighted total	8	*	2	-	2	3	-	*	-	*	-	*	1	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	15%	-%	-%	-%	-%	47%	-%	-%	-%	-%	-%	-%	-%	18%
Fairly Satisfied	1	*	*	-	*	*	-	*	-	-	-	-	-	1
	15%	100%	11%	-%	25%	9%	-%	100%	-%	-%	-%	-%	-%	18%
Very Satisfied	5	-	2	-	1	1	-	-	-	*	-	-	1	4
	65%	-%	89%	-%	75%	45%	-%	-%	-%	100%	-%	-%	100%	64%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Satisfied	6	*	2	-	2	1	-	*	-	*	-	-	1	6
	79%	100%	100%	-%	100%	53%	-%	100%	-%	100%	-%	-%	100%	82%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	1	-	-	3	2	8	7	3	2	2	7	7	7
Weighted total	8	-	1	-	-	3	1	3	7	1	*	*	1	3	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	15%	-%	-%	-%	-%	-%	-%	39%	19%	-%	-%	-%	-%	45%	-%
Fairly Satisfied	1	-	-	-	-	-	*	1	-	*	*	*	1	1	*
	15%	-%	-%	-%	-%	-%	30%	32%	-%	61%	100%	100%	84%	38%	3%
Very Satisfied	5	-	1	-	-	3	-	1	5	*	-	-	*	*	5
	65%	-%	100%	-%	-%	100%	-%	29%	75%	39%	-%	-%	16%	17%	89%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	-	-	-	-	*
	5%	-%	-%	-%	-%	-%	70%	-%	6%	-%	-%	-%	-%	-%	8%
NET: Satisfied	6	-	1	-	-	3	*	2	5	1	*	*	1	2	5
	79%	-%	100%	-%	-%	100%	30%	61%	75%	100%	100%	100%	100%	55%	92%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	14	1	2	-	1	3	11	-	3	11	2	-	1	2	4	5	-
Weighted total	8	*	2	-	*	3	5	-	3	5	2	-	*	2	2	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
	15%	-%	-%	-%	-%	40%	-%	-%	40%	-%	-%	-%	-%	51%	-%	-%	-%
Fairly Satisfied	1	*	-	-	*	-	1	-	-	1	-	-	-	-	*	1	-
	15%	100%	-%	-%	100%	-%	24%	-%	-%	24%	-%	-%	-%	-%	17%	64%	-%
Very Satisfied	5	-	2	-	-	2	3	-	2	3	2	-	-	1	2	*	-
	65%	-%	100%	-%	-%	60%	67%	-%	60%	67%	100%	-%	-%	49%	83%	36%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	5%	-%	-%	-%	-%	-%	9%	-%	-%	9%	-%	-%	100%	-%	-%	-%	-%
NET: Satisfied	6	*	2	-	*	2	5	-	2	5	2	-	-	1	2	1	-
	79%	100%	100%	-%	100%	60%	91%	-%	60%	91%	100%	-%	-%	49%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**14**	8	1	1	1	1	9	5	8	6	-	13	1
Weighted total	**8**	5	*	*	*	1	4	4	3	5	-	8	*
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	-	-	-	-	-	-	1	1	-	-	1	-
	15%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*39%*	*-%*	*-%*	*16%*	*-%*
Fairly Satisfied	**1**	1	*	*	*	-	1	*	1	*	-	1	*
	15%	*13%*	*100%*	*100%*	*100%*	*-%*	*24%*	*6%*	*25%*	*8%*	*-%*	*12%*	*100%*
Very Satisfied	**5**	4	-	-	-	1	3	3	1	5	-	5	-
	65%	*78%*	*-%*	*-%*	*-%*	*100%*	*65%*	*64%*	*22%*	*92%*	*-%*	*66%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	-	*	-
	5%	*9%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*14%*	*-%*	*-%*	*5%*	*-%*
NET: Satisfied	**6**	4	*	*	*	1	4	3	1	5	-	6	*
	79%	*91%*	*100%*	*100%*	*100%*	*100%*	*89%*	*70%*	*47%*	*100%*	*-%*	*79%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	14	2	2	9	13	14	14	12	4	2	14	3	-	9	9	13	3
Weighted total	8	2	1	4	8	8	8	6	2	2	8	3	-	4	6	8	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	1	1	1	-	-	-	1	-	-	-	-	1	-
	15%	-%	-%	29%	16%	15%	15%	-%	-%	-%	15%	-%	-%	-%	-%	16%	-%
Fairly Satisfied	1	-	*	1	1	1	1	1	*	-	1	-	-	1	1	1	*
	15%	-%	16%	23%	15%	15%	15%	19%	18%	-%	15%	-%	-%	32%	11%	15%	20%
Very Satisfied	5	2	1	2	5	5	5	5	1	2	5	3	-	2	5	5	1
	65%	100%	84%	39%	63%	65%	65%	74%	60%	100%	65%	100%	-%	56%	82%	63%	80%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-
	5%	-%	-%	10%	5%	5%	5%	7%	21%	-%	5%	-%	-%	11%	7%	5%	-%
NET: Satisfied	6	2	1	3	6	6	6	6	2	2	6	3	-	3	5	6	1
	79%	100%	100%	61%	79%	79%	79%	93%	79%	100%	79%	100%	-%	89%	93%	79%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	14	10	9	1	-	12	14	14	14	14	14	-	11	14	4	4	7	2
Weighted total	8	5	7	1	-	7	8	8	8	8	8	-	6	8	1	2	5	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	15%	26%	19%	-%	-%	19%	15%	15%	15%	15%	15%	-%	20%	15%	-%	-%	23%	-%
Fairly Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	*	*	*	*
	15%	20%	12%	-%	-%	15%	15%	15%	15%	15%	15%	-%	16%	15%	29%	8%	8%	100%
Very Satisfied	5	2	5	1	-	4	5	5	5	5	5	-	4	5	1	1	4	-
	65%	45%	69%	100%	-%	60%	65%	65%	65%	65%	65%	-%	57%	65%	71%	71%	69%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	5%	9%	-%	-%	-%	6%	5%	5%	5%	5%	5%	-%	7%	5%	-%	21%	-%	-%
NET: Satisfied	6	3	5	1	-	5	6	6	6	6	6	-	5	6	1	2	4	*
	79%	65%	81%	100%	-%	75%	79%	79%	79%	79%	79%	-%	73%	79%	100%	79%	77%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**14**	2	-	11	11	3	14	-	5	-	3	10	4	10
Weighted total	**8**	1	-	6	7	1	8	-	3	-	1	7	1	7
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	-	-	1	1	-	1	-	-	-	-	1	-	1
	15%	*-%*	*-%*	*20%*	*17%*	*-%*	*15%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*17%*
Fairly Satisfied	**1**	*	-	1	1	*	1	-	*	-	1	*	1	*
	15%	*16%*	*-%*	*16%*	*14%*	*25%*	*15%*	*-%*	*7%*	*-%*	*100%*	*6%*	*100%*	*5%*
Very Satisfied	**5**	1	-	4	5	1	5	-	2	-	-	5	-	5
	65%	*84%*	*-%*	*57%*	*63%*	*75%*	*65%*	*-%*	*93%*	*-%*	*-%*	*71%*	*-%*	*72%*
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	-	-	-	*	-	*
	5%	*-%*	*-%*	*7%*	*6%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*6%*
NET: Satisfied	**6**	1	-	5	6	1	6	-	3	-	1	6	1	6
	79%	*100%*	*-%*	*73%*	*77%*	*100%*	*79%*	*-%*	*100%*	*-%*	*100%*	*77%*	*100%*	*77%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?
Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	14	12	-	1	3	2	1	1	3	1	2
Weighted total	8	6	-	*	2	2	1	*	2	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	-	-	-
	15%	-%	-%	-%	-%	73%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	*	*	-	-	*	*	-	*
	15%	19%	-%	100%	8%	-%	-%	100%	25%	-%	35%
Very Satisfied	5	5	-	-	2	*	1	-	1	*	-
	65%	81%	-%	-%	92%	27%	100%	-%	75%	100%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	*
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	65%
NET: Satisfied	6	6	-	*	2	*	1	*	2	*	*
	79%	100%	-%	100%	100%	27%	100%	100%	100%	100%	35%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	1	-	1	-	-	-	-	-	1	-	2
Weighted total	3	-	-	2	-	*	-	-	-	-	-	*	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	90%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	93%
Very Satisfied	*	-	-	-	-	*	-	-	-	-	-	*	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	7%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	2	-	*	-	-	-	-	-	*	-	3
	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	-	-	1	1	-	1	1	1	1	-	2	2	1
Weighted total	3	-	-	-	*	2	-	*	2	*	*	-	*	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	93%	-%
Very Satisfied	*	-	-	-	*	-	-	*	-	*	*	-	*	*	*
	10%	-%	-%	-%	100%	-%	-%	100%	-%	100%	100%	-%	100%	7%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	-	*	2	-	*	2	*	*	-	*	3	*
	100%	-%	-%	-%	100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	-	-	1	-	2	1	-	2	1	1	1	-	-	1	-	-
Weighted total	3	-	-	2	-	3	*	-	3	*	2	*	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	100%	-%	93%	-%	-%	93%	-%	100%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	*	-	*	*	-	*	-	-	*	-	-
	10%	-%	-%	-%	-%	7%	100%	-%	7%	100%	-%	100%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	2	-	3	*	-	3	*	2	*	-	-	*	-	-
	100%	-%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	-%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	3	-	1	-	-	-	-	3	-	3	-	-	3
Weighted total	3	-	*	-	-	-	-	3	-	3	-	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	2	-	2	-	-	2
	90%	-%	-%	-%	-%	-%	-%	90%	-%	90%	-%	-%	90%
Very Satisfied	*	-	*	-	-	-	-	*	-	*	-	-	*
	10%	-%	100%	-%	-%	-%	-%	10%	-%	10%	-%	-%	10%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	*	-	-	-	-	3	-	3	-	-	3
	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	2	1	3	3	3	1	1	-	2	-	-	1	1	2	-
Weighted total	3	-	3	*	3	3	3	*	*	-	*	-	-	*	*	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	-	2	2	2	-	-	-	-	-	-	-	-	2	-
	90%	-%	93%	-%	90%	90%	90%	-%	-%	-%	-%	-%	-%	-%	-%	96%	-%
Very Satisfied	*	-	*	*	*	*	*	*	*	-	*	-	-	*	*	*	-
	10%	-%	7%	100%	10%	10%	10%	100%	100%	-%	100%	-%	-%	100%	100%	4%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	3	*	3	3	3	*	*	-	*	-	-	*	*	2	-
	100%	-%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	-	-	-	-	3	3	3	3	3	-	1	3	-	1	2	-
Weighted total	3	-	-	-	-	-	3	3	3	3	3	-	*	3	-	*	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	2	2	2	2	2	-	-	2	-	-	2	-
	90%	-%	-%	-%	-%	-%	90%	90%	90%	90%	90%	-%	-%	90%	-%	-%	93%	-%
Very Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	*	-
	10%	-%	-%	-%	-%	-%	10%	10%	10%	10%	10%	-%	100%	10%	-%	100%	7%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	-	-	-	3	3	3	3	3	-	*	3	-	*	3	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	1	-	2	2	1	3	-	-	-	-	-	-	3
Weighted total	3	*	-	3	*	2	3	-	-	-	-	-	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	-	2	2	-	-	-	-	-	-	2
	90%	-%	-%	93%	-%	100%	90%	-%	-%	-%	-%	-%	-%	90%
Very Satisfied	*	*	-	*	*	-	*	-	-	-	-	-	-	*
	10%	100%	-%	7%	100%	-%	10%	-%	-%	-%	-%	-%	-%	10%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	3	*	2	3	-	-	-	-	-	-	3
	100%	100%	-%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?
Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month	Month	Month
	TOTAL	Satisfied	Dissatisfied	Jan	Jun	Oct
Significance Level: 95%		*a	*b	*a	*a	*a
Unweighted total	3	3	-	1	1	1
Weighted total	3	3	-	*	*	2
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	-	2
	90%	90%	-%	-%	-%	100%
Very Satisfied	*	*	-	*	*	-
	10%	10%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	*	*	2
	100%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	1	-	-	-	-	1	-	-	-	2
Weighted total	2	-	-	-	1	-	-	-	-	1	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
Weighted total	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
Weighted total	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	-	2	-	-	-	2	-	1	1	-	2	-
Weighted total	2	-	2	-	-	-	2	-	1	1	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	-	-	-	2	-	1	1	-	2	-
	100%	-%	100%	-%	-%	-%	100%	-%	100%	100%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	2	-	-	-	2	-	1	1	-	2	-
	100%	-%	100%	-%	-%	-%	100%	-%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**	***a**	***b**	***c**	***a**	***b**	***c**
Unweighted total	**2**	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
Weighted total	**2**	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**2**	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
	100%	*100%*	*-%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*	*100%*	*-%*	*-%*	*100%*	*100%*	*100%*
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**2**	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
	100%	*100%*	*-%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*	*100%*	*-%*	*-%*	*100%*	*100%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Weighted total	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	-	-	2	1	1	2	-	1	-	1	1	-	2
Weighted total	2	-	-	2	1	1	2	-	1	-	1	1	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	1	1	2	-	1	-	1	1	-	2
	100%	-%	-%	100%	100%	100%	100%	-%	100%	-%	100%	100%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	2	1	1	2	-	1	-	1	1	-	2
	100%	-%	-%	100%	100%	100%	100%	-%	100%	-%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT Express?
Base: All who use TNT Express and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month	
	TOTAL	Satisfied	Dissatisfied	Oct	Nov
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	**2**	2	-	1	1
Weighted total	**2**	2	-	1	1
Very Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	**2**	2	-	1	1
	100%	*100%*	*-%*	*100%*	*100%*
Very Satisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	**2**	2	-	1	1
	100%	*100%*	*-%*	*100%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b					

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	2	-	-	-	-	-	-	1	1	1	-	-	4
Weighted total	5	3	-	-	-	-	-	-	2	*	*	-	-	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	4%
Fairly Satisfied	2	2	-	-	-	-	-	-	-	-	*	-	-	2
	39%	53%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	33%
Very Satisfied	3	1	-	-	-	-	-	-	2	-	-	-	-	3
	58%	47%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	63%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	-	-	-	-	-	-	2	-	*	-	-	5
	97%	100%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	96%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	2	-	-	2	-	1	4	-	1	-	1	-	5
Weighted total	5	-	2	-	-	3	-	*	5	-	*	-	*	-	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	3%	-%	10%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	3%
Fairly Satisfied	2	-	2	-	-	-	-	*	2	-	-	-	-	-	2
	39%	-%	90%	-%	-%	-%	-%	100%	40%	-%	-%	-%	-%	-%	39%
Very Satisfied	3	-	-	-	-	3	-	-	3	-	-	-	-	-	3
	58%	-%	-%	-%	-%	100%	-%	-%	60%	-%	-%	-%	-%	-%	58%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	2	-	-	3	-	*	5	-	-	-	-	-	5
	97%	-%	90%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	1	2	-	1	1	4	-	1	4	3	1	-	1	-	-	-
Weighted total	5	1	2	-	*	2	4	-	2	4	5	*	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	3%	-%	-%	-%	100%	-%	5%	-%	-%	5%	-%	-%	-%	100%	-%	-%	-%
Fairly Satisfied	2	-	*	-	-	2	*	-	2	*	2	*	-	-	-	-	-
	39%	-%	21%	-%	-%	100%	12%	-%	100%	12%	35%	100%	-%	-%	-%	-%	-%
Very Satisfied	3	1	2	-	-	-	3	-	-	3	3	-	-	-	-	-	-
	58%	100%	79%	-%	-%	-%	84%	-%	-%	84%	65%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	2	-	-	2	4	-	2	4	5	*	-	-	-	-	-
	97%	100%	100%	-%	-%	100%	95%	-%	100%	95%	100%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	5	1	-	-	1	3	4	1	3	2	-	5	-
Weighted total	5	2	-	-	2	2	5	*	4	2	-	5	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	*	-	*	-	*	-
	3%	-%	-%	-%	-%	8%	-%	100%	-%	10%	-%	3%	-%
Fairly Satisfied	2	2	-	-	-	*	2	-	*	2	-	2	-
	39%	100%	-%	-%	-%	21%	40%	-%	12%	90%	-%	39%	-%
Very Satisfied	3	-	-	-	2	1	3	-	3	-	-	3	-
	58%	-%	-%	-%	100%	71%	60%	-%	88%	-%	-%	58%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	-	2	2	5	-	4	2	-	5	-
	97%	100%	-%	-%	100%	92%	100%	-%	100%	90%	-%	97%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	1	2	2	4	4	4	5	2	4	4	5	-	-	5	5	3
Weighted total	5	*	3	2	4	4	4	5	1	4	4	5	-	-	5	5	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	3%	100%	-%	-%	5%	5%	5%	3%	29%	5%	5%	3%	-%	-%	3%	3%	8%
Fairly Satisfied	2	-	2	*	2	2	2	2	*	*	2	2	-	-	2	2	*
	39%	-%	50%	23%	56%	56%	56%	39%	71%	12%	56%	39%	-%	-%	39%	39%	21%
Very Satisfied	3	-	2	1	1	1	1	3	-	3	1	3	-	-	3	3	1
	58%	-%	50%	77%	39%	39%	39%	58%	-%	84%	39%	58%	-%	-%	58%	58%	71%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	3	2	4	4	4	5	*	4	4	5	-	-	5	5	2
	97%	-%	100%	100%	95%	95%	95%	97%	71%	95%	95%	97%	-%	-%	97%	97%	92%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	5	2	1	1	3	5	5	5	5	5	-	5	5	3	2	3	-
Weighted total	5	5	1	2	1	2	5	5	5	5	5	-	5	5	2	1	5	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
	3%	3%	29%	-%	-%	8%	3%	3%	3%	3%	3%	-%	3%	3%	8%	29%	-%	-%
Fairly Satisfied	2	2	*	-	-	2	2	2	2	2	2	-	2	2	*	*	2	-
	39%	39%	71%	-%	-%	92%	39%	39%	39%	39%	39%	-%	39%	39%	21%	71%	35%	-%
Very Satisfied	3	3	-	2	1	-	3	3	3	3	3	-	3	3	1	-	3	-
	58%	58%	-%	100%	100%	-%	58%	58%	58%	58%	58%	-%	58%	58%	71%	-%	65%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	*	2	1	2	5	5	5	5	5	-	5	5	2	*	5	-
	97%	97%	71%	100%	100%	92%	97%	97%	97%	97%	97%	-%	97%	97%	92%	71%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	2	1	2	3	2	5	-	1	1	4	1	1	4
Weighted total	5	2	1	2	2	3	5	-	*	*	5	*	2	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	*	-	-	*	-	*
	3%	10%	-%	-%	8%	-%	3%	-%	100%	-%	-%	100%	-%	5%
Fairly Satisfied	2	-	-	2	*	2	2	-	-	*	2	-	-	2
	39%	-%	-%	100%	19%	53%	39%	-%	-%	100%	40%	-%	-%	56%
Very Satisfied	3	2	1	-	2	1	3	-	-	-	3	-	2	1
	58%	90%	100%	-%	73%	47%	58%	-%	-%	-%	60%	-%	100%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	1	2	2	3	5	-	-	*	5	-	2	4
	97%	90%	100%	100%	92%	100%	97%	-%	-%	100%	100%	-%	100%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Satisfaction with other main provider		Month	Month	Month
		Satisfied	Dissatisfied	Feb	Jun	Dec
Significance Level: 95%		*a	*b	*a	*a	*a
Unweighted total	5	4	-	2	1	2
Weighted total	5	5	-	2	2	2
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	-
	3%	-%	-%	10%	-%	-%
Fairly Satisfied	2	2	-	2	-	*
	39%	40%	-%	90%	-%	23%
Very Satisfied	3	3	-	-	2	1
	58%	60%	-%	-%	100%	77%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	-	2	2	2
	97%	100%	-%	90%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b						

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	1	1	-	-	-	2
Weighted total	2	-	-	-	-	-	-	-	2	*	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	1	-	-	1	2	-
Weighted total	2	-	*	-	-	-	-	2	2	*	-	-	*	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	-	*	-	-	-	-	2	2	*	-	-	*	2	-
	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	*	-	-	-	-	2	2	*	-	-	*	2	-
	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	-	-	-	1	1	1	-	1	1	-	1	-	-	-	-
Weighted total	2	-	-	-	-	2	*	2	-	*	2	-	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	-	-	-	-	2	*	2	-	*	2	-	*	-	-	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	2	*	2	-	*	2	-	*	-	-	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	1	-	-	-	1	1	1	1	1	-	2	-
Weighted total	2	2	-	-	-	*	2	*	2	*	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	2	-	-	-	*	2	*	2	*	-	2	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	-	*	2	*	2	*	-	2	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**	***a**	***b**	***c**	***a**	***b**	***c**
Unweighted total	**2**	-	1	1	1	1	2	2	1	1	2	1	-	1	1	2	-
Weighted total	**2**	-	*	2	2	*	2	2	2	*	2	*	-	2	*	2	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	**2**	-	*	2	2	*	2	2	2	*	2	*	-	2	*	2	-
	100%	*-%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**2**	-	*	2	2	*	2	2	2	*	2	*	-	2	*	2	-
	100%	*-%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*	*100%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	1	1	-	-	2	2	1	2	2	2	-	2	2	-	1	1	-
Weighted total	2	2	*	-	-	2	2	*	2	2	2	-	2	2	-	*	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	2	*	-	-	2	2	*	2	2	2	-	2	2	-	*	2	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	*	-	-	2	2	*	2	2	2	-	2	2	-	*	2	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	-	1	2	-	2	-	1	-	-	2	-	2
Weighted total	2	*	-	2	2	-	2	-	2	-	-	2	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	*	-	2	2	-	2	-	2	-	-	2	-	2
	100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	-	2	2	-	2	-	2	-	-	2	-	2
	100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?
Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Mar
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	**2**	2	-	1	1
Weighted total	**2**	2	-	*	2
Very Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Very Satisfied	**2**	2	-	*	2
	100%	*100%*	-%	*100%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	**2**	2	-	*	2
	100%	*100%*	-%	*100%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	1	-	-	-	-	-	-	-	-	-	1	-	1
Weighted total	1	*	-	-	-	-	-	-	-	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	72%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	28%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	28%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	-	-	1	-	-	1	1	1	-	-	1	-	2
Weighted total	1	-	-	-	*	-	-	*	*	*	-	-	*	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	72%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	72%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	28%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	28%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	28%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	28%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	1	-	-	1	-	2	-	-	2	-	-	1	1	-	-	-
Weighted total	1	*	-	-	*	-	1	-	-	1	-	-	*	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	72%	100%	-%	-%	-%	-%	72%	-%	-%	72%	-%	-%	100%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	28%	-%	-%	-%	100%	-%	28%	-%	-%	28%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	28%	-%	-%	-%	100%	-%	28%	-%	-%	28%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	-	2	-	1	1	-	2	-
Weighted total	1	1	-	-	-	-	1	-	*	*	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	72%	72%	-%	-%	-%	-%	72%	-%	100%	-%	-%	72%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	*	-	-	*	-	*	-
	28%	28%	-%	-%	-%	-%	28%	-%	-%	100%	-%	28%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	*	-	-	*	-	*	-
	28%	28%	-%	-%	-%	-%	28%	-%	-%	100%	-%	28%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	1	-	1	2	1	2	1	1	1	2	1	-	1	1	2	-
Weighted total	1	*	-	*	1	*	1	*	*	*	1	*	-	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	72%	-%	-%	100%	72%	100%	72%	100%	100%	100%	72%	100%	-%	-%	100%	72%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	28%	100%	-%	-%	28%	-%	28%	-%	-%	-%	28%	-%	-%	100%	-%	28%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	28%	100%	-%	-%	28%	-%	28%	-%	-%	-%	28%	-%	-%	100%	-%	28%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	-	2	2	2	2	1	2	-	1	1	1	-	2	-
Weighted total	1	1	-	-	-	1	1	1	1	*	1	-	*	*	*	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	72%	72%	-%	-%	-%	72%	72%	72%	72%	100%	72%	-%	100%	100%	100%	-%	72%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	28%	28%	-%	-%	-%	28%	28%	28%	28%	-%	28%	-%	-%	-%	-%	-%	28%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	28%	28%	-%	-%	-%	28%	28%	28%	28%	-%	28%	-%	-%	-%	-%	-%	28%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	-	-	2	-	2	2	-	2	-	-	2	1	1
Weighted total	1	-	-	1	-	1	1	-	1	-	-	1	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	72%	-%	-%	72%	-%	72%	72%	-%	72%	-%	-%	72%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	28%	-%	-%	28%	-%	28%	28%	-%	28%	-%	-%	28%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	28%	-%	-%	28%	-%	28%	28%	-%	28%	-%	-%	28%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?
Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Jan	Jun
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	1	-	1	1
Weighted total	1	*	-	*	*
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*
	72%	-%	-%	-%	100%
Fairly Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	-
	28%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-
	28%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b					

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	-	-	-	1	1	-	-	-	-	1	2
Weighted total	1	-	-	-	-	-	*	*	-	-	-	-	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	-	-	*	-	-	-	-	*	*
	81%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	64%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	19%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	*	*	-	-	-	-	*	1
	100%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	-	-	-	3	-	-	1	2	-	-	2	1	2
Weighted total	1	-	-	-	-	1	-	-	*	1	-	-	1	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	1	-	-	*	*	-	-	*	-	1
	81%	-%	-%	-%	-%	81%	-%	-%	100%	64%	-%	-%	64%	-%	100%
Very Satisfied	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	19%	-%	-%	-%	-%	19%	-%	-%	-%	36%	-%	-%	36%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	-	-	*	1	-	-	1	*	1
	100%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	-	1	1	-	1	2	-	1	2	1	1	-	-	-	-	-
Weighted total	1	-	*	*	-	*	1	-	*	1	*	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	*	-	*	*	-	*	*	-	*	-	-	-	-	-
	81%	-%	100%	100%	-%	100%	64%	-%	100%	64%	-%	100%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	19%	-%	-%	-%	-%	-%	36%	-%	-%	36%	100%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	*	-	*	1	-	*	1	*	*	-	-	-	-	-
	100%	-%	100%	100%	-%	100%	100%	-%	100%	100%	100%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	3	1	-	-	-	2	-	3	1	2	-	3	-
Weighted total	1	*	-	-	-	1	-	1	*	1	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	-	-	*	-	1	*	*	-	1	-
	81%	100%	-%	-%	-%	64%	-%	81%	100%	64%	-%	81%	-%
Very Satisfied	*	-	-	-	-	*	-	*	-	*	-	*	-
	19%	-%	-%	-%	-%	36%	-%	19%	-%	36%	-%	19%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	1	-	1	*	1	-	1	-
	100%	100%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	1	2	2	2	2	3	-	1	1	3	-	-	3	2	-
Weighted total	1	-	*	1	1	1	1	1	-	*	*	1	-	-	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	*	*	*	*	1	-	*	*	1	-	-	1	*	-
	81%	-%	100%	64%	70%	70%	70%	81%	-%	100%	100%	81%	-%	-%	81%	70%	-%
Very Satisfied	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	19%	-%	-%	36%	30%	30%	30%	19%	-%	-%	-%	19%	-%	-%	19%	30%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	1	1	1	1	1	-	*	*	1	-	-	1	1	-
	100%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	1	2	-	-	3	3	3	3	3	3	-	2	3	2	2	1	-
Weighted total	1	*	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	-	-	1	1	1	1	1	1	-	*	1	1	*	*	-
	81%	-%	70%	-%	-%	81%	81%	81%	81%	81%	81%	-%	64%	81%	100%	64%	100%	-%
Very Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	19%	100%	30%	-%	-%	19%	19%	19%	19%	19%	19%	-%	36%	19%	-%	36%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	1	-	2	2	1	3	-	3	-	-	3	-	3
Weighted total	1	*	-	1	1	*	1	-	1	-	-	1	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	*	1	-	1	-	1	-	-	1	-	1
	81%	100%	-%	70%	100%	-%	81%	-%	81%	-%	-%	81%	-%	81%
Very Satisfied	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	19%	-%	-%	30%	-%	100%	19%	-%	19%	-%	-%	19%	-%	19%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	1	1	*	1	-	1	-	-	1	-	1
	100%	100%	-%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?
Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Satisfaction with other main provider		Month	Month	Month
		Satisfied	Dissatisfied	Feb	Jun	Dec
Significance Level: 95%		*a	*b	*a	*a	*a
Unweighted total	3	3	-	1	1	1
Weighted total	1	1	-	*	*	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	*	-	*
	81%	81%	-%	100%	-%	100%
Very Satisfied	*	*	-	-	*	-
	19%	19%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	*	*
	100%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b						

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
Weighted total	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	-	-	-	-	-	1	-	1	-	-	1
Weighted total	*	-	-	-	-	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
Weighted total	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	1	-	1	-	-	-	-	-	-	1
Weighted total	*	-	-	*	*	-	*	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?
Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Mar
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	*	*	-	*
	100%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	*	*	-	*
	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

Ofcom; Business Postal Tracker

Table 94

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	-	-	-	-	-	-	-	-	-	3	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	89%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	89%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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OFC1885
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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	1	-	-	1	-	1	2	1	-	-	1	1	2
Weighted total	1	-	*	-	-	*	-	*	1	*	-	-	*	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	-	-	*	-	-	1	-	-	-	-	-	1
	89%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Very Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	11%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	*	-	*	1	*	-	-	*	*	1
	100%	-%	100%	-%	-%	100%	-%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	1	-	2	-	1	2	-	1	2	1	1	1	-	-	-	-
Weighted total	1	*	-	1	-	*	1	-	*	1	*	*	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	*	-	*	*	-	*	*	*	*	-	-	-	-	-
	89%	100%	-%	81%	-%	100%	81%	-%	100%	81%	100%	100%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	11%	-%	-%	19%	-%	-%	19%	-%	-%	19%	-%	-%	100%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	1	-	*	1	-	*	1	*	*	*	-	-	-	-
	100%	100%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	3	1	-	2	-	-	2	1	-	3	-	2	1
Weighted total	1	*	-	1	-	-	1	*	-	1	-	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	*	-	-	*	*	-	1	-	*	*
	89%	100%	-%	81%	-%	-%	80%	100%	-%	89%	-%	80%	100%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	11%	-%	-%	19%	-%	-%	20%	-%	-%	11%	-%	20%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	1	-	-	1	*	-	1	-	1	*
	100%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	1	2	-	3	2	3	3	1	3	1	3	-	-	2	3	2
Weighted total	1	*	1	-	1	1	1	1	*	1	*	1	-	-	1	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	*	-	1	*	1	1	-	1	-	1	-	-	1	1	*
	89%	100%	80%	-%	89%	81%	89%	89%	-%	89%	-%	89%	-%	-%	100%	89%	81%
Very Satisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	-	*	*
	11%	-%	20%	-%	11%	19%	11%	11%	100%	11%	100%	11%	-%	-%	-%	11%	19%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	-	1	1	1	1	*	1	*	1	-	-	1	1	1
	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	2	1	-	-	2	3	3	3	3	3	-	1	3	2	1	1	1
Weighted total	1	1	*	-	-	1	1	1	1	1	1	-	*	1	1	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	-	-	*	1	1	1	1	1	-	*	1	*	*	*	-
	89%	80%	-%	-%	-%	80%	89%	89%	89%	89%	89%	-%	100%	89%	81%	100%	100%	-%
Very Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	*	-	-	*
	11%	20%	100%	-%	-%	20%	11%	11%	11%	11%	11%	-%	-%	11%	19%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	-	-	1	1	1	1	1	1	-	*	1	1	*	*	*
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	1	1	1	3	-	3	-	2	-	1	1	1	2
Weighted total	1	*	*	*	1	-	1	-	1	-	*	*	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	*	1	-	1	-	*	-	-	*	-	1
	89%	-%	100%	100%	89%	-%	89%	-%	80%	-%	-%	100%	-%	100%
Very Satisfied	*	*	-	-	*	-	*	-	*	-	*	-	*	-
	11%	100%	-%	-%	11%	-%	11%	-%	20%	-%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	1	-	1	-	1	-	*	*	*	1
	100%	100%	100%	100%	100%	-%	100%	-%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?
Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month	Month
	TOTAL	Satisfied	Dissatisfied	Feb	Nov
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	3	3	-	2	1
Weighted total	1	1	-	1	*
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	*	*
	89%	89%	-%	81%	100%
Very Satisfied	*	*	-	*	-
	11%	11%	-%	19%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	1	*
	100%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b - a					

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	1	-	-	-	-	-	-	-	1
Weighted total	1	-	-	-	-	1	-	-	-	-	-	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
Weighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	1	-	-	-	-	1	-	1	-	1	-
Weighted total	1	-	1	-	-	-	-	1	-	1	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	1	-	-	-	-	1	-	1	-	1	-
	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	1	-	-	-	-	1	-	1	-	1	-
	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	-
Weighted total	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	-
	100%	-%	-%	100%	100%	-%	100%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	-
	100%	-%	-%	100%	100%	-%	100%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	1	-	1	-	-	-	-	1	-	1
Weighted total	1	-	-	1	1	-	1	-	-	-	-	1	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	100%	-%	-%	100%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	100%	-%	-%	100%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?
Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Oct
Significance Level: 95%		*a	*b	*a
Unweighted total	**1**	1	-	1
Weighted total	**1**	1	-	1
Very Dissatisfied	**-**	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-
	-%	-%	-%	-%
Very Satisfied	**1**	1	-	1
	100%	*100%*	-%	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-
	-%	-%	-%	-%
NET: Satisfied	**1**	1	-	1
	100%	*100%*	-%	*100%*
NET: Dissatisfied	**-**	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b - a				

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	-	-	-	-	-	1	-	-	1	-	1	-	1
Weighted total	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	-	1	-	1	-	-	1	-
Weighted total	*	*	-	-	-	-	*	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	1	1	1	1	-	1	1	1	-	-	-	1	-
Weighted total	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	1	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
Weighted total	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	1	-	1	-	1	-	-	1	-	1
Weighted total	*	-	-	*	*	-	*	-	*	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?
Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Dec
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*
	100%	100%	-%	100%
Very Satisfied	-	-	-	-
	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	*	*	-	*
	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	-	1	-	-	-	1
Weighted total	1	-	-	-	-	-	-	-	-	1	-	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
Weighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
Weighted total	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	-	1	-	-	1	-	1	-	-	1	-
Weighted total	1	-	-	1	-	-	1	-	1	-	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1	-	-	1	-	1	-	-	1	-
	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	-	-	1	-	1	-	-	1	-
	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
Weighted total	1	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	100%	-%	-%	100%	100%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	100%	-%	-%	100%	100%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
Weighted total	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	100%	-%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	100%	-%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	-	-	1	1	-	1	-	1	-	-	1
Weighted total	1	1	-	-	-	1	1	-	1	-	1	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	1	1	-	1	-	1	-	-	1
	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	1	-	1	-	1	-	-	1
	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?
Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Jun
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	1	1	-	1
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	1	1	-	1
	100%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	1	1	-	1
	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	1	-	-	-	-	-	-	1
Weighted total	2	-	-	-	-	-	2	-	-	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
Weighted total	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	1	-	-	1	-	-	1	1	-	-	-	-	-	-
Weighted total	2	-	-	2	-	-	2	-	-	2	2	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	2	-	-	2	2	-	-	-	-	-	-
	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	2	-	-	2	-	-	2	2	-	-	-	-	-	-
	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

		Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	TOTAL	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	1	-	1	-
Weighted total	2	2	-	-	-	-	-	2	-	2	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	2	-	2	-	2	-
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	2	-	2	-	2	-
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	1	1	1	-	-	1	1	-
Weighted total	2	2	-	-	-	-	-	2	-	2	2	2	-	-	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	2	-	2	2	2	-	-	2	2	-
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	2	-	2	2	2	-	-	2	2	-
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	1	1	1	1	1	1	-	-	1	1	1	-	-
Weighted total	2	2	-	-	-	2	2	2	2	2	2	-	-	2	2	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	-	2	2	2	-	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	100%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	-	2	2	2	-	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	100%	100%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	-	1	-	1	-	1	-	-	1	1	-
Weighted total	2	2	-	-	2	-	2	-	2	-	-	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	2	-	2	-	2	-	-	2	2	-
	100%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	2	-	2	-	2	-	-	2	2	-
	100%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?
Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Dec
Significance Level: 95%		*a	*b	*a
Unweighted total	1	-	1	1
Weighted total	2	-	2	2
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	2
	100%	-%	100%	100%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	-	-	-	-
	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	-	-	-	-
	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	2
	100%	-%	100%	100%
Columns Tested: a,b				

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**6**	1	-	-	-	-	5	-	*	-	-	-	-	6
	3%	*11%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*4%*
Neither Satisfied Nor Dissatisfied	**19**	-	1	5	1	4	*	-	2	3	1	1	*	17
	9%	*-%*	*6%*	*22%*	*9%*	*27%*	*1%*	*-%*	*9%*	*20%*	*11%*	*7%*	*2%*	*9%*
Fairly Satisfied	**101**	7	12	17	6	3	17	11	10	8	3	4	3	91
	50%	*52%*	*50%*	*68%*	*36%*	*25%*	*62%*	*41%*	*49%*	*53%*	*33%*	*50%*	*58%*	*50%*
Very Satisfied	**74**	5	10	*	9	7	6	15	9	4	5	3	2	64
	37%	*37%*	*44%*	*2%*	*55%*	*48%*	*20%*	*59%*	*42%*	*26%*	*56%*	*38%*	*40%*	*36%*
Don't Know (DO NOT READ OUT)	**3**	-	-	2	-	-	-	-	-	-	-	*	-	2
	1%	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*1%*
NET: Satisfied	**175**	12	22	18	15	10	23	26	19	11	7	7	6	155
	86%	*89%*	*94%*	*69%*	*91%*	*73%*	*82%*	*100%*	*90%*	*80%*	*89%*	*88%*	*98%*	*86%*
NET: Dissatisfied	**6**	1	-	-	-	-	5	-	*	-	-	-	-	6
	3%	*11%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	6	-	2	-	-	*	-	4	6	*	-	-	*	3	4
	3%	-%	10% e	-%	-%	*%	-%	6%	3%	2%	-%	-%	1%	2%	4%
Neither Satisfied Nor Dissatisfied	19	1	1	-	*	4	-	11	17	1	*	*	2	16	3
	9%	21%	5%	-%	4%	5%	-%	16% e	9%	15%	14%	9%	13%	15% b	3%
Fairly Satisfied	101	2	10	3	4	42	4	36	95	3	2	1	6	54	47
	50%	29%	40%	50%	41%	53%	56%	54%	50%	43%	62%	42%	46%	50%	49%
Very Satisfied	74	3	11	3	6	33	3	14	69	3	1	1	5	33	41
	37%	50%	45% g	50%	55%	42% g	38%	21%	36%	40%	23%	49%	39%	31%	43%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	*	2	3	-	-	-	-	2	*
	1%	-%	-%	-%	-%	-%	6%	4%	1%	-%	-%	-%	-%	2%	*%
NET: Satisfied	175	5	21	5	10	75	6	50	164	6	2	2	11	87	89
	86%	79%	85%	100%	96%	95% g	94%	75%	86%	83%	86%	91%	85%	81%	93% a
NET: Dissatisfied	6	-	2	-	-	*	-	4	6	*	-	-	*	3	4
	3%	-%	10% e	-%	-%	*%	-%	6%	3%	2%	-%	-%	1%	2%	4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	*d	*e	*f	*g
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**6**	4	*	2	-	*	6	-	*	6	2	-	2	*	-	-	-
	3%	*4%*	*1%*	*10%*	*-%*	**%*	*7%* a	*-%*	**%*	*7%* b	*2%*	*-%*	*11%*	*1%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**19**	14	*	*	1	14	5	4	10	5	11	4	1	1	*	*	-
	9%	*14%*	*3%*	*1%*	*23%*	*12%*	*5%*	*21%*	*10%*	*5%*	*10%*	*12%*	*3%*	*10%*	*7%*	*12%*	*-%*
Fairly Satisfied	**101**	42	8	15	1	62	39	9	53	39	59	15	14	4	1	1	-
	50%	*42%*	*54%*	*65%*	*40%*	*53%*	*45%*	*44%*	*55%*	*45%*	*52%*	*43%*	*64%*	*26%*	*24%*	*42%*	*-%*
Very Satisfied	**74**	41	6	3	1	41	33	7	34	33	40	16	4	7	4	2	-
	37%	*41%*	*41%*	*14%*	*36%*	*35%*	*39%*	*35%*	*35%*	*39%*	*35%*	*45%*	*19%*	*46%*	*69%*	*47%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	-	-	2	-	-	3	-	-	3	-	-	*	2	-	-	-
	1%	*-%*	*-%*	*10%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*16%*	*-%*	*-%*	*-%*
NET: Satisfied	**175**	83	14	18	2	103	72	17	87	72	99	31	18	11	6	3	-
	86%	*82%*	*96%*	*79%*	*77%*	*88%*	*84%*	*79%*	*90%*	*84%*	*88%*	*88%*	*83%*	*73%*	*93%*	*88%*	*-%*
NET: Dissatisfied	**6**	4	*	2	-	*	6	-	*	6	2	-	2	*	-	-	-
	3%	*4%*	*1%*	*10%*	*-%*	**%*	*7%* a	*-%*	**%*	*7%* b	*2%*	*-%*	*11%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	215	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	203	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	6	4	-	2	-	-	*	6	*	6	-	6	-
	3%	3%	-%	15%	-%	-%	*%	9% a	*%	6% a	-%	3%	-%
Neither Satisfied Nor Dissatisfied	19	15	1	-	*	2	12	7	13	5	-	18	*
	9%	12%	4%	-%	2%	10%	9%	10%	12%	5%	-%	9%	3%
Fairly Satisfied	101	65	12	5	2	7	71	30	49	52	-	96	5
	50%	53%	48%	31%	26%	51%	53%	44%	46%	54%	-%	49%	66%
Very Satisfied	74	39	12	6	6	6	48	26	41	33	-	72	2
	37%	32%	48%	40%	72%	38%	36%	38%	39%	34%	-%	37%	32%
Don't Know (DO NOT READ OUT)	3	*	-	2	-	-	3	-	3	-	-	3	-
	1%	*%	-%	15%	-%	-%	2%	-%	3%	-%	-%	1%	-%
NET: Satisfied	175	104	25	11	8	13	119	57	91	85	-	168	7
	86%	84%	96%	71%	98%	90%	89%	81%	85%	88%	-%	86%	97%
NET: Dissatisfied	6	4	-	2	-	-	*	6	*	6	-	6	-
	3%	3%	-%	15%	-%	-%	*%	9% a	*%	6% a	-%	3%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	215	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	203	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	6	3	2	1	3	4	4	6	*	6	5	6	-	*	4	5	-
	3%	3%	6%	2%	2%	3%	2%	4%	*%	6% ae	4%	5%	-%	*%	3%	3%	-%
Neither Satisfied Nor Dissatisfied	19	9	3	5	12	11	16	14	8	5	12	6	-	11	5	16	2
	9%	11%	7%	7%	8%	9%	10%	8%	13%	5%	10%	5%	-%	17% a	4%	9%	6%
Fairly Satisfied	101	48	23	27	82	57	84	82	27	35	54	59	-	33	52	94	13
	50%	56% c	59% c	37%	52% f	46%	49% f	49% f	44%	36%	43%	47%	-%	54%	44%	51%	45%
Very Satisfied	74	26	11	37	58	47	63	63	23	49	53	52	*	17	55	67	11
	37%	31%	27%	50% ab	37%	39%	37%	38%	38%	50% ac	42%	41%	100%	28%	46%	36%	41%
Don't Know (DO NOT READ OUT)	3	-	-	3	3	3	3	3	3	2	*	2	-	*	3	3	2
	1%	-%	-%	4%	2%	2%	2%	2%	5% g	2%	*%	2%	-%	1%	2%	2%	8% b
NET: Satisfied	175	74	34	65	140	104	147	144	49	84	106	111	*	51	106	162	24
	86%	86%	87%	87%	89%	85%	86%	86%	82%	86%	86%	88%	100%	82%	90%	87%	85%
NET: Dissatisfied	6	3	2	1	3	4	4	6	*	6	5	6	-	*	4	5	-
	3%	3%	6%	2%	2%	3%	2%	4%	*%	6% ae	4%	5%	-%	*%	3%	3%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	***c**
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**6**	3	3	-	-	6	6	6	6	6	6	-	2	6	2	2	4	-
	3%	*2%*	*2%*	*-%*	*-%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*-%*	*1%*	*3%*	*6%*	*4%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**19**	15	10	*	2	15	17	15	17	14	19	-	14	16	2	3	13	3
	9%	*11%*	*9%*	*2%*	*50%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*-%*	*11%*	*9%*	*4%*	*5%*	*10%*	*28%*
Fairly Satisfied	**101**	69	59	4	*	89	99	96	101	94	99	-	67	98	22	37	61	3
	50%	*51%*	*52%*	*35%*	*5%*	*51%*	*51%*	*55%*	*52%*	*52%*	*50%*	*-%*	*50%*	*52%*	*52%*	*61%*	*46%*	*36%*
Very Satisfied	**74**	47	41	7	1	60	68	56	68	64	72	2	49	66	16	17	51	3
	37%	*35%*	*35%*	*64%*	*45%*	*35%*	*35%*	*32%*	*35%*	*35%*	*36%*	*100%*	*36%*	*35%*	*38%*	*29%*	*39%*	*36%*
Don't Know (DO NOT READ OUT)	**3**	3	2	-	-	3	3	3	3	3	3	-	3	3	-	*	2	-
	1%	*2%*	*2%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*	*2%*	*1%*	*-%*	*1%*	*2%*	*-%*
NET: Satisfied	**175**	116	100	11	2	149	168	152	169	157	171	2	117	164	38	54	112	7
	86%	*85%*	*87%*	*98%*	*50%*	*86%*	*86%*	*86%*	*86%*	*87%*	*86%*	*100%*	*86%*	*87%*	*90%*	*90%*	*85%*	*72%*
NET: Dissatisfied	**6**	3	3	-	-	6	6	6	6	6	6	-	2	6	2	2	4	-
	3%	*2%*	*2%*	*-%*	*-%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*-%*	*1%*	*3%*	*6%*	*4%*	*3%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**6**	4	3	-	3	4	6	-	6	-	2	4	6	-
	3%	*7%*	*12%*	*-%*	*2%*	*5%*	*3%*	*-%*	*4%*	*-%*	*4%*	*3%*	*17%*	*-%*
		c											b	
Neither Satisfied Nor Dissatisfied	**19**	8	*	10	11	8	17	2	14	-	3	15	9	10
	9%	*14%*	*1%*	*9%*	*8%*	*10%*	*9%*	*24%*	*10%*	*-%*	*5%*	*11%*	*24%*	*6%*
													b	
Fairly Satisfied	**101**	26	9	62	72	28	99	2	68	6	30	66	11	90
	50%	*44%*	*41%*	*52%*	*56%*	*39%*	*51%*	*26%*	*47%*	*37%*	*53%*	*47%*	*30%*	*54%*
					b									a
Very Satisfied	**74**	20	10	44	41	34	71	3	55	7	18	54	8	66
	37%	*35%*	*46%*	*37%*	*31%*	*46%*	*36%*	*49%*	*38%*	*48%*	*33%*	*38%*	*22%*	*40%*
						a								a
Don't Know (DO NOT READ OUT)	**3**	-	-	3	3	-	3	-	-	2	2	*	2	*
	1%	*-%*	*-%*	*2%*	*2%*	*-%*	*1%*	*-%*	*-%*	*15%*	*4%*	**%*	*6%*	**%*
											b		b	
NET: Satisfied	**175**	46	19	106	113	62	170	5	123	13	48	120	19	156
	86%	*80%*	*87%*	*89%*	*87%*	*84%*	*87%*	*76%*	*86%*	*85%*	*86%*	*86%*	*53%*	*94%*
														a
NET: Dissatisfied	**6**	4	3	-	3	4	6	-	6	-	2	4	6	-
	3%	*7%*	*12%*	*-%*	*2%*	*5%*	*3%*	*-%*	*4%*	*-%*	*4%*	*3%*	*17%*	*-%*
		c											b	

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?
Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	b	*c	*a	*b	c	*a	*b	*c
Unweighted total	215	188	4	29	35	21	12	16	38	23	15	26
Weighted total	203	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	6	-	6	-	-	2	-	-	-	2	-	2
	3%	-%	100%	-%	-%	10%	-%	-%	-%	8%	-%	9%
Neither Satisfied Nor Dissatisfied	19	-	-	3	*	3	*	4	3	1	3	2
	9%	-%	-%	11%	1%	12%	6%	17%	9%	3%	16%	6%
Fairly Satisfied	101	101	-	17	13	8	2	12	17	6	12	13
	50%	58%	-%	74%	52%	34%	32%	54%	48%	28%	67%	51%
Very Satisfied	74	74	-	3	12	11	4	6	15	11	3	8
	37%	42%	-%	15%	47%	45%	62%	29%	43%	50%	17%	32%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	2	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	2%
NET: Satisfied	175	175	-	21	25	20	7	18	32	17	15	21
	86%	100%	-%	89%	99%	79%	94%	83%	91%	78%	84%	83%
NET: Dissatisfied	6	-	6	-	-	2	-	-	-	2	-	2
	3%	-%	100%	-%	-%	10%	-%	-%	-%	8%	-%	9%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QOP1a. SUMMARY. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5c provider]?
Base: All respondents who use Royal Mail

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	DX	Pitney Bowes	TNT Express	Interlink / Interlink Express / Direct	APC	Local Courier	DPD	Neo Post	Fastway Couriers
Unweighted total	26	17	9	20	10	38	26	17	14	3	2	5	2	2	3	1	3
Weighted total	28	12	12	19	7	34	37	16	8	3	2	5	2	1	1	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*13%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	3	3	*	*	*	6	1	1	1	-	-	*	-	*	-	-	-
	11%	*25%*	*3%*	*1%*	*6%*	*18%*	*3%*	*8%*	*15%*	*-%*	*-%*	*3%*	*-%*	*72%*	*-%*	*-%*	*-%*
Fairly Satisfied	17	4	8	10	1	19	21	7	1	2	2	2	-	-	1	-	1
	61%	*34%*	*71%*	*52%*	*12%*	*56%*	*58%*	*45%*	*15%*	*90%*	*100%*	*39%*	*-%*	*-%*	*81%*	*-%*	*89%*
Very Satisfied	5	5	3	7	4	9	14	7	5	*	-	3	2	*	*	*	*
	19%	*41%*	*26%*	*35%*	*58%*	*26%*	*39%*	*47%*	*65%*	*10%*	*-%*	*58%*	*100%*	*28%*	*19%*	*100%*	*11%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-
	9%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	22	9	11	17	5	28	36	14	6	3	2	5	2	*	1	*	1
	80%	*75%*	*97%*	*87%*	*70%*	*82%*	*97%*	*92%*	*79%*	*100%*	*100%*	*97%*	*100%*	*28%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*13%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

QOP1a. SUMMARY. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5c provider]?
Base: All respondents who use Royal Mail

	Parcels to go	Legal Post	Collect Plus	Interparcel	Other answers
Significance Level: 95%	***a**	***b**	***c**	***d**	***e**
Unweighted total	1	1	1	1	13
Weighted total	1	*	1	2	11
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	2	-
	-%	-%	-%	*100%*	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	1
	-%	-%	-%	-%	*13%*
Fairly Satisfied	-	*	-	-	4
	-%	*100%*	-%	-%	*32%*
Very Satisfied	1	-	1	-	6
	100%	-%	*100%*	-%	*55%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	-	10
	100%	*100%*	*100%*	-%	*87%*
NET: Dissatisfied	-	-	-	2	-
	-%	-%	-%	*100%*	-%
Columns Tested: a,b,c,d,e					

Ofcom; Business Postal Tracker

Table 101

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	-	-	-	-	1	-	-	-	*	-	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*2%*	*-%*	*5%*	*-%*	*1%*
Neither Satisfied Nor Dissatisfied	**29**	2	4	5	1	5	5	*	2	3	*	1	*	27
	14%	*13%*	*19%*	*21%*	*7%*	*36%*	*17%*	*1%*	*9%*	*20%*	*5%*	*13%*	*3%*	*15%*
Fairly Satisfied	**79**	7	5	10	4	2	17	15	5	5	3	2	3	71
	39%	*49%*	*23%*	*38%*	*26%*	*13%*	*62%*	*59%*	*26%*	*34%*	*40%*	*26%*	*47%*	*39%*
Very Satisfied	**68**	3	12	*	11	5	3	10	8	5	4	4	3	58
	34%	*25%*	*50%*	*2%*	*66%*	*33%*	*12%*	*40%*	*41%*	*34%*	*50%*	*44%*	*50%*	*32%*
Don't Know (DO NOT READ OUT)	**25**	2	2	10	-	1	2	-	5	1	*	1	-	23
	12%	*12%*	*8%*	*39%*	*-%*	*9%*	*9%*	*-%*	*25%*	*10%*	*5%*	*11%*	*-%*	*13%*
NET: Satisfied	**147**	10	17	10	15	6	21	26	14	10	7	6	6	128
	73%	*75%*	*73%*	*40%*	*93%*	*46%*	*74%*	*99%*	*66%*	*68%*	*89%*	*70%*	*97%*	*71%*
NET: Dissatisfied	**2**	-	-	-	-	1	-	-	-	*	-	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*2%*	*-%*	*5%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	*	-	1	-	-	*	2	-	-	*	*	2	-
	1%	-%	1%	-%	12%	-%	-%	1%	1%	-%	-%	9%	2%	2%	-%
Neither Satisfied Nor Dissatisfied	29	-	4	-	*	6	-	17	27	1	*	1	2	18	11
	14%	-%	17%	-%	4%	7%	-%	26% e	14%	12%	7%	23%	13%	16%	12%
Fairly Satisfied	79	2	4	3	6	33	4	25	75	2	1	*	4	43	36
	39%	28%	15%	53%	58%	42% b	53%	37% b	40%	25%	57%	13%	29%	40%	38%
Very Satisfied	68	4	12	1	3	34	3	12	62	4	1	1	6	32	37
	34%	72%	48% g	16%	26%	43% g	40%	18%	33%	55% a	36%	47%	50% a	30%	38%
Don't Know (DO NOT READ OUT)	25	-	5	2	-	5	*	13	24	1	-	*	1	13	11
	12%	-%	19%	31%	-%	7%	6%	19% e	13%	7%	-%	9%	6%	13%	12%
NET: Satisfied	147	6	16	4	9	67	6	36	137	6	2	2	10	74	73
	73%	100%	63%	69%	84%	86% bg	94%	55%	72%	81%	93%	60%	79%	69%	76%
NET: Dissatisfied	2	-	*	-	1	-	-	*	2	-	-	*	*	2	-
	1%	-%	1%	-%	12%	-%	-%	1%	1%	-%	-%	9%	2%	2%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	1	*	-	*	1	1	-	1	1	2	-	-	-	*	-	-
	1%	*1%*	*3%*	*-%*	*9%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**29**	18	2	1	*	19	10	4	15	10	15	4	7	2	1	*	-
	14%	*18%*	*11%*	*6%*	*16%*	*16%*	*12%*	*20%*	*15%*	*12%*	*14%*	*13%*	*30%*	*13%*	*9%*	*12%*	*-%*
Fairly Satisfied	**79**	40	3	15	1	48	31	4	44	31	48	13	8	3	1	1	-
	39%	*40%*	*18%*	*64%*	*26%*	*41%*	*36%*	*21%*	*45%*	*36%*	*43%*	*37%*	*39%*	*24%*	*13%*	*19%*	*-%*
Very Satisfied	**68**	39	8	3	1	35	33	8	27	33	36	16	3	5	4	2	-
	34%	*39%*	*56%*	*12%*	*49%*	*30%*	*39%*	*37%*	*28%*	*39%*	*32%*	*45%*	*14%*	*36%*	*72%*	*69%*	*-%*
Don't Know (DO NOT READ OUT)	**25**	2	2	4	-	14	10	5	10	10	12	2	4	4	*	-	-
	12%	*2%*	*11%*	*17%*	*-%*	*12%*	*12%*	*21%*	*10%*	*12%*	*10%*	*5%*	*16%*	*27%*	*3%*	*-%*	*-%*
NET: Satisfied	**147**	79	11	18	2	83	64	12	71	64	84	29	11	9	5	3	-
	73%	*79%*	*75%*	*77%*	*75%*	*71%*	*75%*	*59%*	*73%*	*75%*	*75%*	*83%*	*53%*	*59%*	*85%*	*88%*	*-%*
NET: Dissatisfied	**2**	1	*	-	*	1	1	-	1	1	2	-	-	-	*	-	-
	1%	*1%*	*3%*	*-%*	*9%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	-	-	*	-	2	-	2	-	-	2	-
	1%	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**29**	21	1	3	-	3	19	10	16	13	-	29	-
	14%	*17%*	*4%*	*16%*	*-%*	*22%*	*14%*	*15%*	*15%*	*14%*	*-%*	*15%*	*-%*
Fairly Satisfied	**79**	50	12	4	*	5	57	22	44	35	-	76	3
	39%	*40%*	*49%*	*22%*	*2%*	*37%*	*43%*	*31%*	*41%*	*37%*	*-%*	*39%*	*43%*
Very Satisfied	**68**	37	10	5	8	5	40	28	32	36	-	66	3
	34%	*30%*	*38%*	*28%*	*93%*	*32%*	*30%*	*41%*	*30%*	*38%*	*-%*	*34%*	*35%*
Don't Know (DO NOT READ OUT)	**25**	14	2	5	*	1	16	9	13	12	-	23	2
	12%	*12%*	*9%*	*34%*	*2%*	*8%*	*12%*	*13%*	*12%*	*12%*	*-%*	*12%*	*22%*
NET: Satisfied	**147**	86	22	8	8	10	97	50	76	72	-	141	6
	73%	*70%*	*87%*	*50%*	*95%*	*69%*	*73%*	*72%*	*71%*	*74%*	*-%*	*72%*	*78%*
NET: Dissatisfied	**2**	2	-	-	*	-	2	-	2	-	-	2	-
	1%	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	*	1	-	2	2	2	2	2	-	2	1	-	1	*	2	*
	1%	*1%*	*4%*	*-%*	*1%*	*2%*	*1%*	*1%*	*3%*	*-%*	*2%*	*1%*	*-%*	*2%*	**%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**29**	12	7	8	21	15	26	24	5	10	19	15	-	13	14	26	3
	14%	*14%*	*17%*	*11%*	*14%*	*12%*	*15%*	*15%*	*9%*	*11%*	*15%*	*12%*	*-%*	*20%*	*12%*	*14%*	*10%*
Fairly Satisfied	**79**	35	20	22	58	41	60	58	28	30	48	48	-	23	38	70	8
	39%	*40%*	*50%* c	*30%*	*37%*	*33%*	*35%*	*35%*	*47%* **bf**	*31%*	*39%*	*38%*	*-%*	*37%*	*32%*	*37%*	*29%*
Very Satisfied	**68**	29	9	31	57	48	62	59	17	46	42	50	*	13	49	64	13
	34%	*33%*	*22%*	*42%* b	*36%*	*39%*	*37%*	*35%*	*28%*	*47%* **eg**	*34%*	*40%* c	*100%*	*21%*	*41%*	*34%*	*46%*
Don't Know (DO NOT READ OUT)	**25**	10	3	13	19	17	21	23	8	11	13	12	-	12	17	25	4
	12%	*11%*	*7%*	*17%*	*12%*	*14%*	*12%*	*14%*	*13%*	*11%*	*11%*	*9%*	*-%*	*19%* a	*15%*	*13%*	*15%*
NET: Satisfied	**147**	63	28	53	115	88	122	117	45	76	90	98	*	36	86	133	21
	73%	*74%*	*72%*	*72%*	*73%*	*72%*	*72%*	*70%*	*75%*	*78%*	*73%*	*78%* c	*100%*	*58%*	*73%*	*72%*	*74%*
NET: Dissatisfied	**2**	*	1	-	2	2	2	2	2	-	2	1	-	1	*	2	*
	1%	*1%*	*4%*	*-%*	*1%*	*2%*	*1%*	*1%*	*3%*	*-%*	*2%*	*1%*	*-%*	*2%*	**%*	*1%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	***c**
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	2	1	-	*	2	2	2	2	2	-	1	2	*	-	2	-
	1%	*1%*	*2%*	*13%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**29**	23	19	*	-	27	26	23	28	23	27	-	23	28	3	10	16	3
	14%	*17%*	*16%*	*1%*	*-%*	*16%*	*13%*	*13%*	*14%*	*13%*	*14%*	*-%*	*17%*	*15%*	*7%*	*17%*	*12%*	*32%*
Fairly Satisfied	**79**	48	45	2	2	71	76	74	76	71	79	-	52	76	20	24	54	1
	39%	*35%*	*39%*	*19%*	*55%*	*41%*	*39%*	*42%*	*39%*	*39%*	*40%*	*-%*	*38%*	*40%*	*46%*	*39%*	*41%*	*12%*
Very Satisfied	**68**	46	37	7	1	54	66	54	66	60	65	2	45	62	15	19	43	3
	34%	*34%*	*32%*	*65%*	*45%*	*31%*	*34%*	*31%*	*33%*	*33%*	*33%*	*100%*	*33%*	*33%*	*36%*	*32%*	*33%*	*38%*
Don't Know (DO NOT READ OUT)	**25**	17	12	*	-	21	25	23	25	24	25	-	14	22	4	7	16	2
	12%	*13%*	*10%*	*2%*	*-%*	*12%*	*13%*	*13%*	*13%*	*14%*	*13%*	*-%*	*11%*	*12%*	*10%*	*11%*	*12%*	*18%*
NET: Satisfied	**147**	93	82	9	3	125	141	128	141	131	144	2	97	137	35	43	97	5
	73%	*69%*	*72%*	*84%*	*100%*	*72%*	*73%*	*73%*	*72%*	*73%*	*73%*	*100%*	*71%*	*73%*	*83%*	*71%*	*74%*	*50%*
NET: Dissatisfied	**2**	2	2	1	-	*	2	2	2	2	2	-	1	2	*	-	2	-
	1%	*1%*	*2%*	*13%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**2**	2	-	*	2	*	2	-	1	-	1	1	2	-
	1%	*3%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	*-%*	*2%*	**%*	*5%* b	*-%*
Neither Satisfied Nor Dissatisfied	**29**	8	4	17	12	17	29	-	22	3	6	23	11	18
	14%	*14%*	*20%*	*14%*	*9%*	*23%* a	*15%*	*-%*	*15%*	*18%*	*12%*	*16%*	*29%* b	*11%*
Fairly Satisfied	**79**	28	3	45	55	23	76	3	58	2	22	53	10	69
	39%	*49%*	*15%*	*38%*	*43%*	*32%*	*39%*	*38%*	*40%*	*14%*	*40%*	*38%*	*28%*	*41%*
Very Satisfied	**68**	17	12	38	39	29	64	4	52	5	16	50	8	60
	34%	*29%*	*53%*	*32%*	*30%*	*40%*	*33%*	*62%*	*36%*	*34%*	*28%*	*36%*	*22%*	*36%*
Don't Know (DO NOT READ OUT)	**25**	3	3	19	21	4	25	-	12	5	10	13	6	19
	12%	*6%*	*12%*	*16%*	*16%* b	*5%*	*13%*	*-%*	*8%*	*33%*	*18%*	*9%*	*16%*	*11%*
NET: Satisfied	**147**	45	15	83	94	53	141	7	110	8	38	103	18	129
	73%	*78%*	*69%*	*70%*	*73%*	*72%*	*72%*	*100%*	*76%*	*49%*	*68%*	*74%*	*50%*	*78%* a
NET: Dissatisfied	**2**	2	-	*	2	*	2	-	1	-	1	1	2	-
	1%	*3%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	*-%*	*2%*	**%*	*5%* b	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	-	-	-	-	-	*	*	-	-	1
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*5%*
Neither Satisfied Nor Dissatisfied	**29**	16	2	*	2	4	*	6	5	1	5	6
	14%	*9%*	*37%*	*1%*	*7%*	*15%*	*6%*	*25%*	*14%*	*3%*	*30%*	*25%*
Fairly Satisfied	**79**	69	4	16	11	12	1	10	10	7	7	6
	39%	*39%*	*60%*	*68%*	*45%*	*46%*	*12%*	*44%*	*28%*	*33%*	*40%*	*22%*
Very Satisfied	**68**	67	-	3	9	6	4	5	16	11	3	10
	34%	*38%*	*-%*	*11%*	*37%*	*25%*	*56%*	*24%*	*47%*	*51%*	*17%*	*40%*
Don't Know (DO NOT READ OUT)	**25**	22	*	5	3	3	2	1	4	3	2	2
	12%	*12%*	*3%*	*20%*	*10%*	*13%*	*26%*	*5%*	*11%*	*14%*	*13%*	*8%*
NET: Satisfied	**147**	136	4	18	21	18	5	15	26	18	10	16
	73%	*78%*	*60%*	*79%*	*82%*	*71%*	*68%*	*68%*	*74%*	*84%*	*57%*	*62%*
NET: Dissatisfied	**2**	2	-	-	-	-	-	*	*	-	-	1
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*5%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 102

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**1**	-	-	-	-	-	-	-	*	-	*	-	*	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*5%*	*-%*	*2%*	*%*
Neither Satisfied Nor Dissatisfied	**28**	5	3	8	-	1	5	-	2	3	*	2	*	26
	14%	*36%*	*13%*	*31%*	*-%*	*9%*	*18%*	*-%*	*8%*	*19%*	*6%*	*18%*	*2%*	*15%*
Fairly Satisfied	**83**	4	9	10	5	7	17	10	8	5	2	2	4	76
	41%	*28%*	*37%*	*38%*	*34%*	*52%*	*62%*	*40%*	*40%*	*38%*	*29%*	*20%*	*58%*	*42%*
Very Satisfied	**82**	5	10	3	11	5	6	15	10	6	5	4	2	71
	40%	*36%*	*44%*	*11%*	*66%*	*39%*	*20%*	*60%*	*50%*	*42%*	*55%*	*50%*	*38%*	*39%*
Don't Know (DO NOT READ OUT)	**8**	-	2	5	-	-	-	-	*	*	*	1	-	7
	4%	*-%*	*7%*	*20%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*5%*	*11%*	*-%*	*4%*
NET: Satisfied	**166**	9	19	12	16	12	23	26	19	11	7	6	6	147
	82%	*64%*	*80%*	*49%*	*100%*	*91%*	*82%*	*100%*	*90%*	*80%*	*84%*	*70%*	*97%*	*81%*
NET: Dissatisfied	**1**	-	-	-	-	-	-	-	*	-	*	-	*	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*5%*	*-%*	*2%*	*%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
OFC1885
Issue date: 18/01/16

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	*	-	-	*	-	*	*	*	*	-	*	*	1
	*%	-%	*%	-%	-%	1%	-%	*%	*%	1%	7%	-%	2%	*%	1%
Neither Satisfied Nor Dissatisfied	28	-	4	2	*	5	-	18	27	1	*	*	1	15	13
	14%	-%	15%	31%	4%	6%	-%	27% e	14%	13%	7%	7%	11%	14%	14%
Fairly Satisfied	83	2	9	1	3	31	4	31	78	4	1	1	5	50	33
	41%	28%	36%	11%	29%	39%	56%	47%	41%	45%	38%	28%	40%	47%	35%
Very Satisfied	82	4	12	3	7	41	3	11	77	3	1	1	6	36	46
	40%	72%	47% g	58%	67%	52% g	38%	17%	40%	38%	48%	56%	43%	34%	48% a
Don't Know (DO NOT READ OUT)	8	-	*	-	-	2	*	6	8	*	-	*	*	5	3
	4%	-%	1%	-%	-%	2%	6%	9%	4%	2%	-%	9%	3%	5%	3%
NET: Satisfied	166	6	21	4	10	72	6	43	155	6	2	2	11	87	79
	82%	100%	83% g	69%	96%	91% g	94%	64%	81%	83%	86%	84%	84%	81%	82%
NET: Dissatisfied	1	-	*	-	-	*	-	*	*	*	*	-	*	*	1
	*%	-%	*%	-%	-%	1%	-%	*%	*%	1%	7%	-%	2%	*%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	*d	*e	*f	*g
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**1**	-	*	*	*	-	1	-	-	1	*	-	*	*	-	-	-
	%	*-%*	*3%*	*1%*	*5%*	*-%*	*1%*	*-%*	*-%*	*1%*	*%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	19	*	2	*	14	14	6	8	14	16	5	5	*	1	*	-
	14%	*19%*	*3%*	*10%*	*12%*	*12%*	*17%*	*30%*	*8%*	*17%*	*14%*	*13%*	*24%*	*2%*	*9%*	*6%*	*-%*
Fairly Satisfied	**83**	34	4	16	1	53	30	4	49	30	46	13	10	5	2	1	-
	41%	*34%*	*28%*	*68%*	*31%*	*45%*	*35%*	*21%*	*51%* c	*35%*	*40%*	*39%*	*47%*	*32%*	*30%*	*29%*	*-%*
Very Satisfied	**82**	47	9	2	1	44	38	10	34	38	46	17	5	7	4	2	-
	40%	*47%*	*65%*	*11%*	*53%*	*38%*	*44%*	*49%*	*35%*	*44%*	*41%*	*48%*	*24%*	*46%*	*61%*	*65%*	*-%*
Don't Know (DO NOT READ OUT)	**8**	*	*	2	-	6	3	-	6	3	5	-	1	3	-	-	-
	4%	*%*	*1%*	*10%*	*-%*	*5%*	*3%*	*-%*	*6%*	*3%*	*4%*	*-%*	*4%*	*19%*	*-%*	*-%*	*-%*
NET: Satisfied	**166**	81	13	18	2	97	68	15	83	68	91	30	15	11	6	3	-
	82%	*80%*	*93%*	*79%*	*84%*	*83%*	*79%*	*70%*	*86%*	*79%*	*81%*	*87%*	*71%*	*78%*	*91%*	*94%*	*-%*
NET: Dissatisfied	**1**	-	*	*	*	-	1	-	-	1	*	-	*	*	-	-	-
	%	*-%*	*3%*	*1%*	*5%*	*-%*	*1%*	*-%*	*-%*	*1%*	*%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**1**	-	1	-	-	-	-	1	-	1	-	1	-
	***%**	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	22	-	3	-	3	17	11	17	11	-	28	-
	14%	*18%*	*-%*	*16%*	*-%*	*22%*	*13%*	*16%*	*16%*	*12%*	*-%*	*15%*	*-%*
Fairly Satisfied	**83**	49	12	7	1	6	55	28	38	45	-	78	5
	41%	*40%*	*47%*	*41%*	*7%*	*39%*	*41%*	*40%*	*36%*	*47%*	*-%*	*40%*	*70%*
Very Satisfied	**82**	46	13	5	8	6	55	27	45	37	-	80	2
	40%	*37%*	*50%*	*28%*	*93%*	*38%*	*41%*	*39%*	*42%*	*38%*	*-%*	*41%*	*30%*
Don't Know (DO NOT READ OUT)	**8**	6	-	2	-	-	6	2	6	2	-	8	-
	4%	*5%*	*-%*	*15%*	*-%*	*-%*	*5%*	*3%*	*6%*	*2%*	*-%*	*4%*	*-%*
NET: Satisfied	**166**	95	25	11	9	11	110	55	83	82	-	158	8
	82%	*77%*	*97%*	*69%*	*100%*	*78%*	*82%*	*80%*	*78%*	*85%*	*-%*	*81%*	*100%*
NET: Dissatisfied	**1**	-	1	-	-	-	-	1	-	1	-	1	-
	***%**	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**1**	1	*	-	*	*	*	1	-	1	*	1	-	-	1	*	*
	***%**	*1%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*
Neither Satisfied Nor Dissatisfied	**28**	16	6	7	18	15	24	26	4	16	19	18	-	11	15	25	2
	14%	*19%*	*14%*	*9%*	*11%*	*12%*	*14%*	*16%*	*7%*	*16%*	*15%*	*14%*	*-%*	*17%*	*13%*	*14%*	*8%*
Fairly Satisfied	**83**	33	21	25	66	45	66	62	26	26	46	45	-	28	39	76	10
	41%	*39%*	*52%*	*34%*	*42%* f	*37%*	*39%* f	*37%*	*44%* f	*27%*	*37%*	*36%*	*-%*	*46%*	*33%*	*41%*	*34%*
Very Satisfied	**82**	32	13	37	66	54	71	70	26	51	57	57	*	19	58	75	12
	40%	*38%*	*32%*	*50%*	*42%*	*45%*	*42%*	*42%*	*44%*	*52%*	*46%*	*46%* c	*100%*	*31%*	*49%*	*41%*	*43%*
Don't Know (DO NOT READ OUT)	**8**	3	*	5	7	8	8	8	4	4	2	4	-	4	5	8	4
	4%	*4%*	*1%*	*7%*	*4%*	*7%* g	*5%*	*5%*	*6%*	*4%*	*1%*	*4%*	*-%*	*6%*	*4%*	*5%*	*14%* **ab**
NET: Satisfied	**166**	65	33	62	133	99	138	132	52	77	103	103	*	48	97	152	22
	82%	*76%*	*85%*	*85%*	*84%*	*81%*	*81%*	*79%*	*87%*	*79%*	*83%*	*82%*	*100%*	*77%*	*82%*	*82%*	*77%*
NET: Dissatisfied	**1**	1	*	-	*	*	*	1	-	1	*	1	-	-	1	*	*
	***%**	*1%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	215	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	203	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	1	1	*	*	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Neither Satisfied Nor Dissatisfied	28	19	17	*	-	27	26	24	27	24	27	-	19	26	6	9	18	2
	14%	14%	15%	1%	-%	16%	13%	14%	14%	13%	13%	-%	14%	14%	13%	16%	13%	17%
Fairly Satisfied	83	57	45	3	2	71	83	80	83	77	83	-	58	81	19	33	48	2
	41%	42%	40%	26%	55%	41%	43%	45%	43%	43%	42%	-%	43%	43%	45%	55% b	37%	23%
Very Satisfied	82	52	46	8	1	67	76	63	76	71	79	2	55	74	18	17	58	5
	40%	38%	40%	73%	45%	39%	39%	36%	39%	40%	40%	100%	40%	39%	41%	29%	44%	55%
Don't Know (DO NOT READ OUT)	8	8	6	-	-	8	8	8	8	8	8	-	3	8	-	*	8	*
	4%	6%	6%	-%	-%	5%	4%	5%	4%	4%	4%	-%	3%	4%	-%	1%	6%	5%
NET: Satisfied	166	108	91	11	3	138	160	143	160	148	162	2	113	155	37	50	106	7
	82%	80%	79%	99%	100%	79%	82%	81%	81%	82%	82%	100%	83%	82%	87%	83%	80%	78%
NET: Dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	1	1	*	*	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**1**	*	-	*	1	-	1	-	1	-	-	1	1	*
	***%**	*1%*	*-%*	***%**	*1%*	*-%*	***%**	*-%*	***%**	*-%*	*-%*	*1%*	*2%*	***%**
Neither Satisfied Nor Dissatisfied	**28**	11	3	14	17	11	28	*	24	-	7	22	15	13
	14%	*19%*	*15%*	*12%*	*13%*	*15%*	*14%*	*6%*	*17%*	*-%*	*12%*	*16%*	*42%* b	*8%*
Fairly Satisfied	**83**	24	6	50	58	25	80	3	53	8	23	55	12	72
	41%	*41%*	*29%*	*42%*	*45%*	*34%*	*41%*	*44%*	*37%*	*51%*	*41%*	*39%*	*31%*	*43%*
Very Satisfied	**82**	21	12	48	45	37	79	3	60	5	24	56	7	76
	40%	*36%*	*55%*	*40%*	*35%*	*50%* a	*40%*	*49%*	*42%*	*34%*	*42%*	*40%*	*18%*	*45%* a
Don't Know (DO NOT READ OUT)	**8**	2	*	7	8	-	8	-	6	2	2	6	3	6
	4%	*3%*	*1%*	*6%*	*7%* b	*-%*	*4%*	*-%*	*4%*	*15%*	*4%*	*4%*	*7%*	*4%*
NET: Satisfied	**166**	45	18	98	103	62	159	6	113	13	47	111	18	147
	82%	*77%*	*84%*	*83%*	*80%*	*85%*	*81%*	*94%*	*79%*	*85%*	*84%*	*80%*	*49%*	*89%* a
NET: Dissatisfied	**1**	*	-	*	1	-	1	-	1	-	-	1	1	*
	***%**	*1%*	*-%*	***%**	*1%*	*-%*	***%**	*-%*	***%**	*-%*	*-%*	*1%*	*2%*	***%**

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**1**	*	-	*	-	-	-	-	*	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	12	6	6	*	2	*	6	1	2	5	5
	14%	*7%*	*97%*	*27%*	*1%*	*10%*	*3%*	*27%*	*2%*	*11%*	*30%*	*19%*
Fairly Satisfied	**83**	75	-	9	14	14	2	8	11	5	9	9
	41%	*43%*	*-%*	*40%*	*55%*	*58%*	*35%*	*37%*	*31%*	*24%*	*53%*	*37%*
Very Satisfied	**82**	82	-	7	11	8	3	8	20	11	3	11
	40%	*47%*	*-%*	*30%*	*44%*	*33%*	*38%*	*36%*	*58%*	*52%*	*17%*	*41%*
Don't Know (DO NOT READ OUT)	**8**	5	*	*	-	-	2	-	3	3	-	1
	4%	*3%*	*3%*	*2%*	*-%*	*-%*	*23%*	*-%*	*8%*	*14%*	*-%*	*3%*
NET: Satisfied	**166**	158	-	16	25	23	5	16	31	17	13	20
	82%	*90%*	*-%*	*70%*	*99%*	*90%*	*74%*	*73%*	*89%*	*76%*	*70%*	*78%*
NET: Dissatisfied	**1**	*	-	*	-	-	-	-	*	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**2**	-	-	-	-	1	-	-	*	-	*	-	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*1%*	*-%*	*5%*	*-%*	*-%*	*1%*
Fairly Dissatisfied	**2**	-	-	*	-	-	-	-	-	1	-	-	*	2
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**22**	2	*	3	1	1	2	5	3	1	1	1	*	19
	11%	*13%*	*1%*	*11%*	*7%*	*10%*	*9%*	*20%*	*16%*	*9%*	*16%*	*13%*	*2%*	*11%*
Fairly Satisfied	**68**	5	11	7	4	2	14	8	7	4	1	1	3	63
	34%	*39%*	*48%*	*28%*	*26%*	*16%*	*51%*	*30%*	*33%*	*31%*	*18%*	*9%*	*47%*	*35%*
Very Satisfied	**93**	5	10	10	11	8	11	13	7	6	5	5	3	81
	46%	*36%*	*43%*	*40%*	*66%*	*55%*	*40%*	*51%*	*35%*	*44%*	*56%*	*62%*	*48%*	*45%*
Don't Know (DO NOT READ OUT)	**16**	2	2	5	-	1	-	-	3	1	*	1	*	14
	8%	*12%*	*8%*	*20%*	*-%*	*9%*	*-%*	*-%*	*15%*	*9%*	*5%*	*16%*	*2%*	*8%*
NET: Satisfied	**162**	10	21	17	15	10	25	21	14	11	6	6	6	144
	80%	*75%*	*91%*	*68%*	*93%*	*72%*	*91%*	*80%*	*68%*	*74%*	*73%*	*71%*	*95%*	*80%*
NET: Dissatisfied	**4**	-	-	*	-	1	-	-	*	1	*	-	*	3
	2%	*-%*	*-%*	*1%*	*-%*	*9%*	*-%*	*-%*	*1%*	*9%*	*5%*	*-%*	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	2	-	-	-	-	1	-	1	2	*	-	-	*	1	*
	1%	-%	-%	-%	-%	1%	-%	2%	1%	2%	-%	-%	1%	1%	*%
Fairly Dissatisfied	2	-	*	-	-	*	-	1	1	*	-	-	*	2	-
	1%	-%	1%	-%	-%	*%	-%	2%	1%	6%	-%	-%	4%	2%	-%
										a					
Neither Satisfied Nor Dissatisfied	22	1	1	*	*	9	-	10	21	1	*	*	1	13	9
	11%	21%	4%	3%	4%	12%	-%	15%	11%	10%	7%	6%	9%	12%	10%
Fairly Satisfied	68	-	11	3	1	30	-	21	64	2	1	1	4	31	37
	34%	-%	45%	58%	6%	38%	-%	32%	34%	21%	45%	56%	33%	29%	39%
Very Satisfied	93	4	12	-	9	37	5	23	87	5	1	1	7	48	46
	46%	72%	49%	-%	90%	48%	76%	35%	46%	58%	48%	34%	51%	44%	48%
Don't Know (DO NOT READ OUT)	16	*	*	2	-	2	2	10	16	*	-	*	*	13	3
	8%	7%	1%	39%	-%	2%	24%	15%	8%	2%	-%	4%	2%	12%	3%
								be						b	
NET: Satisfied	162	4	23	3	10	67	5	44	151	6	2	2	11	79	83
	80%	72%	94%	58%	96%	85%	76%	67%	79%	79%	93%	89%	84%	73%	87%
			g			g									a
NET: Dissatisfied	4	-	*	-	-	1	-	2	3	1	-	-	1	3	*
	2%	-%	1%	-%	-%	1%	-%	4%	2%	8%	-%	-%	5%	3%	*%
										a					

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**2**	-	1	-	-	1	*	-	1	*	*	-	-	1	-	-	-
	1%	*-%*	*4%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	1	-	-	-	-	2	-	-	2	1	-	-	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	16	1	-	*	17	5	6	10	5	16	3	2	*	*	-	-
	11%	*16%*	*7%*	*-%*	*16%*	*14%*	*6%*	*30%*	*11%*	*6%*	*15%*	*8%*	*11%*	*1%*	*4%*	*-%*	*-%*
Fairly Satisfied	**68**	25	3	11	1	31	37	2	29	37	40	11	5	3	1	2	-
	34%	*25%*	*21%*	*47%*	*40%*	*26%*	*44%* a	*9%*	*30%*	*44%*	*36%*	*31%*	*25%*	*22%*	*17%*	*45%*	*-%*
Very Satisfied	**93**	54	10	8	1	57	36	7	50	36	44	21	12	7	4	2	-
	46%	*54%*	*68%*	*36%*	*44%*	*49%*	*42%*	*35%*	*52%*	*42%*	*39%*	*61%* a	*56%*	*51%*	*72%*	*52%*	*-%*
Don't Know (DO NOT READ OUT)	**16**	4	-	4	-	11	5	5	6	5	10	-	2	2	-	*	-
	8%	*4%*	*-%*	*17%*	*-%*	*10%*	*5%*	*26%*	*6%*	*5%*	*9%*	*-%*	*8%*	*16%*	*-%*	*3%*	*-%*
NET: Satisfied	**162**	79	13	19	2	88	74	9	79	74	84	32	17	11	6	3	-
	80%	*79%*	*88%*	*83%*	*84%*	*75%*	*86%* a	*44%*	*82%*	*86%*	*75%*	*92%* a	*81%*	*73%*	*88%*	*97%*	*-%*
NET: Dissatisfied	**4**	1	1	-	-	1	2	-	1	2	2	-	-	1	*	-	-
	2%	*1%*	*4%*	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*-%*	*-%*	*10%*	*7%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	***b**	***c**	***d**	***e**	a	b	a	b	***a**	b	***c**
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**2**	*	*	-	-	-	*	2	1	*	-	2	-
	1%	**%*	*2%*	*-%*	*-%*	*-%*	**%*	*2%*	*1%*	**%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**2**	2	-	-	-	*	2	-	2	*	-	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	**%*	*-%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	17	*	*	-	2	16	6	13	9	-	22	-
	11%	*14%*	**%*	*1%*	*-%*	*15%*	*12%*	*8%*	*12%*	*9%*	*-%*	*11%*	*-%*
Fairly Satisfied	**68**	35	14	6	4	6	40	28	28	40	-	65	4
	34%	*29%*	*54%*	*37%*	*43%*	*44%*	*30%*	*41%*	*26%*	*42%* a	*-%*	*33%*	*48%*
Very Satisfied	**93**	57	11	6	5	6	62	32	49	45	-	91	2
	46%	*46%*	*44%*	*39%*	*57%*	*39%*	*46%*	*46%*	*46%*	*46%*	*-%*	*47%*	*33%*
Don't Know (DO NOT READ OUT)	**16**	12	-	4	-	*	14	2	14	2	-	14	1
	8%	*10%*	*-%*	*24%*	*-%*	*1%*	*10%* b	*3%*	*13%* b	*2%*	*-%*	*7%*	*19%*
NET: Satisfied	**162**	93	25	12	9	12	102	60	77	85	-	156	6
	80%	*75%*	*98%*	*76%*	*100%*	*83%*	*76%*	*87%*	*72%*	*88%* a	*-%*	*80%*	*81%*
NET: Dissatisfied	**4**	2	*	-	-	*	2	2	3	1	-	4	-
	2%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*3%*	*1%*	*-%*	*2%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**2**	1	-	1	1	1	1	*	*	*	1	*	-	*	*	1	-
	1%	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*-%*	**%*	**%*	*1%*	*-%*
Fairly Dissatisfied	**2**	1	-	*	2	2	2	2	*	*	2	*	-	1	*	2	*
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*2%*	**%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**22**	7	1	11	15	12	18	18	8	9	9	10	-	10	7	22	4
	11%	*9%*	*1%*	*15%* b	*9%*	*10%*	*10%*	*11%*	*13%*	*9%*	*8%*	*8%*	*-%*	*16%*	*6%*	*12%*	*13%*
Fairly Satisfied	**68**	17	27	23	47	43	55	63	21	32	43	49	-	16	41	62	8
	34%	*20%*	*68%* **ac**	*32%*	*30%*	*35%*	*32%*	*38%*	*35%*	*33%*	*35%*	*39%*	*-%*	*26%*	*35%*	*33%*	*29%*
Very Satisfied	**93**	50	11	32	78	55	81	70	24	50	62	60	*	25	57	83	13
	46%	*58%* b	*28%*	*44%*	*49%*	*45%*	*47%*	*42%*	*41%*	*51%*	*50%*	*48%*	*100%*	*40%*	*49%*	*44%*	*46%*
Don't Know (DO NOT READ OUT)	**16**	10	1	5	14	9	14	14	7	5	6	6	-	10	11	16	3
	8%	*11%*	*3%*	*7%*	*9%*	*7%*	*8%*	*8%*	*11%*	*6%*	*5%*	*5%*	*-%*	*16%* a	*9%*	*9%*	*10%*
NET: Satisfied	**162**	67	38	56	125	99	135	133	45	82	105	109	*	41	99	145	21
	80%	*78%*	*96%* **ac**	*76%*	*79%*	*81%*	*79%*	*80%*	*75%*	*84%*	*85%*	*87%* c	*100%*	*66%*	*84%*	*78%*	*76%*
NET: Dissatisfied	**4**	2	-	2	3	3	3	2	1	1	3	1	-	1	1	3	*
	2%	*2%*	*-%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**2**	1	1	-	-	1	2	2	2	2	2	-	2	2	-	-	2	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**2**	2	*	*	-	2	2	*	2	1	2	-	2	2	-	*	*	1
	1%	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*14%*
Neither Satisfied Nor Dissatisfied	**22**	11	21	*	*	21	20	19	22	19	20	-	18	22	5	10	10	1
	11%	*8%*	*18%* a	*2%*	*5%*	*12%*	*10%*	*11%*	*11%*	*10%*	*10%*	*-%*	*13%*	*11%*	*13%*	*17%* b	*8%*	*14%*
Fairly Satisfied	**68**	48	32	4	2	55	67	65	67	61	68	-	43	65	13	25	42	1
	34%	*35%*	*28%*	*37%*	*50%*	*32%*	*35%*	*37%*	*34%*	*34%*	*34%*	*-%*	*32%*	*34%*	*32%*	*41%*	*32%*	*16%*
Very Satisfied	**93**	63	50	7	1	80	87	77	87	82	90	2	60	85	22	21	65	5
	46%	*47%*	*43%*	*60%*	*45%*	*46%*	*45%*	*44%*	*45%*	*45%*	*46%*	*100%*	*45%*	*45%*	*52%*	*35%*	*49%*	*56%*
Don't Know (DO NOT READ OUT)	**16**	11	11	-	-	14	16	13	16	15	16	-	11	15	1	4	12	-
	8%	*8%*	*9%*	*-%*	*-%*	*8%*	*8%*	*7%*	*8%*	*9%*	*8%*	*-%*	*8%*	*8%*	*3%*	*6%*	*9%*	*-%*
NET: Satisfied	**162**	111	82	11	3	134	155	142	155	143	159	2	104	149	36	46	107	7
	80%	*82%* b	*71%*	*98%*	*95%*	*78%*	*80%*	*81%*	*79%*	*79%*	*80%*	*100%*	*77%*	*79%*	*84%*	*76%*	*81%*	*72%*
NET: Dissatisfied	**4**	3	2	*	-	3	4	2	4	3	4	-	4	4	-	*	2	1
	2%	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*3%*	*2%*	*-%*	**%*	*2%*	*14%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**2**	*	*	1	2	-	2	-	1	-	-	2	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*2%*	*1%*
Fairly Dissatisfied	**2**	1	-	*	2	-	2	-	1	-	-	2	2	-
	1%	*2%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*5%* b	*-%*
Neither Satisfied Nor Dissatisfied	**22**	5	*	17	13	9	22	-	16	2	6	16	6	16
	11%	*8%*	*2%*	*14%*	*10%*	*12%*	*11%*	*-%*	*11%*	*13%*	*11%*	*11%*	*17%*	*9%*
Fairly Satisfied	**68**	18	9	37	44	25	66	3	45	3	25	39	15	54
	34%	*31%*	*43%*	*31%*	*34%*	*33%*	*33%*	*38%*	*32%*	*16%*	*45%* b	*28%*	*40%*	*32%*
Very Satisfied	**93**	31	10	52	55	38	90	3	68	9	21	70	9	84
	46%	*53%*	*46%*	*44%*	*43%*	*52%*	*46%*	*49%*	*48%*	*55%*	*37%*	*50%*	*25%*	*51%* a
Don't Know (DO NOT READ OUT)	**16**	3	2	12	14	2	15	1	12	2	4	10	4	12
	8%	*5%*	*8%*	*10%*	*11%* b	*3%*	*8%*	*13%*	*8%*	*15%*	*7%*	*7%*	*12%*	*7%*
NET: Satisfied	**162**	48	19	89	99	63	156	6	114	11	46	110	24	138
	80%	*84%*	*89%*	*75%*	*76%*	*85%*	*79%*	*87%*	*79%*	*72%*	*82%*	*79%*	*66%*	*83%* a
NET: Dissatisfied	**4**	2	*	2	4	-	4	-	2	-	-	4	2	1
	2%	*3%*	*1%*	*1%*	*3%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*3%*	*6%* b	*1%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**2**	-	*	-	-	1	-	-	*	*	-	-
	1%	*-%*	*3%*	*-%*	*-%*	*5%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**2**	*	-	-	-	-	*	-	-	*	1	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	16	-	2	3	2	*	5	7	*	-	2
	11%	*9%*	*-%*	*10%*	*13%*	*10%*	*1%*	*21%*	*19%*	*2%*	*-%*	*8%*
Fairly Satisfied	**68**	57	6	11	7	7	2	4	8	7	11	10
	34%	*33%*	*97%*	*48%*	*29%*	*27%*	*33%*	*20%*	*23%*	*31%*	*61%*	*41%*
Very Satisfied	**93**	90	-	8	14	11	5	11	16	12	6	11
	46%	*51%*	*-%*	*34%*	*58%*	*45%*	*65%*	*48%*	*46%*	*54%*	*32%*	*42%*
Don't Know (DO NOT READ OUT)	**16**	12	-	2	-	3	-	2	4	2	-	2
	8%	*7%*	*-%*	*8%*	*-%*	*13%*	*-%*	*11%*	*10%*	*11%*	*-%*	*10%*
NET: Satisfied	**162**	147	6	19	22	18	7	15	24	19	17	21
	80%	*84%*	*97%*	*82%*	*87%*	*72%*	*97%*	*68%*	*69%*	*85%*	*93%*	*83%*
NET: Dissatisfied	**4**	*	*	-	-	1	*	-	*	1	1	-
	2%	**%*	*3%*	*-%*	*-%*	*5%*	*1%*	*-%*	*1%*	*3%*	*7%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 104

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**1**	-	-	-	*	-	-	-	*	-	*	-	-	*
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*1%*	-%	*5%*	-%	-%	***%**
Fairly Dissatisfied	**1**	-	-	-	-	-	-	-	-	1	-	-	*	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*9%*	-%	-%	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**16**	2	2	3	1	-	5	-	2	-	*	1	*	14
	8%	*13%*	*8%*	*12%*	*7%*	-%	*17%*	-%	*8%*	-%	*5%*	*17%*	*2%*	*8%*
Fairly Satisfied	**60**	5	8	5	3	3	12	5	7	7	1	1	2	55
	30%	*39%*	*35%*	*19%*	*18%*	*22%*	*43%*	*20%*	*34%*	*48%*	*18%*	*11%*	*39%*	*31%*
Very Satisfied	**107**	5	12	12	12	9	9	20	9	5	5	5	3	93
	52%	*36%*	*49%*	*49%*	*74%*	*69%*	*32%*	*80%*	*42%*	*35%*	*67%*	*56%*	*56%*	*52%*
Don't Know (DO NOT READ OUT)	**18**	2	2	5	-	1	2	-	3	1	*	1	*	16
	9%	*12%*	*8%*	*20%*	-%	*9%*	*9%*	-%	*15%*	*9%*	*5%*	*16%*	*2%*	*9%*
NET: Satisfied	**167**	10	20	17	15	12	21	26	16	12	7	5	6	148
	82%	*75%*	*84%*	*68%*	*91%*	*91%*	*74%*	*100%*	*76%*	*83%*	*84%*	*67%*	*95%*	*82%*
NET: Dissatisfied	**2**	-	-	-	*	-	-	-	*	1	*	-	*	2
	1%	-%	-%	-%	*1%*	-%	-%	-%	*1%*	*9%*	*5%*	-%	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	1	-	-	-	-	1	-	-	*	*	*	-	*	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	*%	2%	7%	-%	3%	*%	*%
Fairly Dissatisfied	1	-	-	-	-	*	-	1	1	*	-	-	*	1	-
	1%	-%	-%	-%	-%	*%	-%	2%	1%	1%	-%	-%	1%	1%	-%
Neither Satisfied Nor Dissatisfied	16	1	2	*	*	*	-	12	15	1	-	*	1	7	10
	8%	21%	9% e	3%	4%	1%	-%	18% e	8%	12%	-%	6%	8%	6%	10%
Fairly Satisfied	60	-	12	*	*	26	-	18	56	2	1	1	4	34	26
	30%	-%	47% g	8%	4%	33%	-%	28%	29%	25%	45%	38%	31%	32%	27%
Very Satisfied	107	4	11	3	10	47	5	25	100	4	1	1	7	52	54
	52%	72%	44%	50%	92%	60% g	76%	38%	52%	58%	48%	52%	55%	49%	57%
Don't Know (DO NOT READ OUT)	18	*	*	2	-	4	2	10	18	*	-	*	*	13	6
	9%	7%	1%	39%	-%	5%	24%	15% b	9% e	2%	-%	4%	2%	12%	6%
NET: Satisfied	167	4	22	3	10	73	5	44	155	6	2	2	11	86	80
	82%	72%	91% g	58%	96%	93% g	76%	66%	82%	83%	93%	89%	86%	80%	84%
NET: Dissatisfied	2	-	-	-	-	1	-	1	2	*	*	-	*	2	*
	1%	-%	-%	-%	-%	1%	-%	2%	1%	4%	7%	-%	4%	2%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**1**	-	1	-	*	*	1	-	*	1	*	-	-	*	-	*	-
	***%**	*-%*	*4%*	*-%*	*7%*	**%*	*1%*	*-%*	**%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*5%*	*-%*
Fairly Dissatisfied	**1**	1	-	-	-	-	1	-	-	1	1	-	-	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**16**	8	*	2	*	7	9	4	4	9	7	6	2	1	*	-	-
	8%	*8%*	*3%*	*10%*	*5%*	*6%*	*10%*	*19%*	*4%*	*10%*	*6%*	*17%*	*10%*	*4%*	*6%*	*-%*	*-%*
Fairly Satisfied	**60**	27	3	8	1	36	24	4	32	24	38	9	6	1	1	1	-
	30%	*27%*	*22%*	*36%*	*35%*	*31%*	*28%*	*17%*	*34%*	*28%*	*34%*	*26%*	*27%*	*6%*	*21%*	*26%*	*-%*
Very Satisfied	**107**	60	10	6	1	62	44	8	54	44	55	20	12	8	4	2	-
	52%	*60%*	*71%*	*26%*	*53%*	*53%*	*51%*	*39%*	*56%*	*51%*	*49%*	*57%*	*56%*	*56%*	*72%*	*65%*	*-%*
Don't Know (DO NOT READ OUT)	**18**	4	-	6	-	11	7	5	6	7	10	-	2	5	-	*	-
	9%	*4%*	*-%*	*28%*	*-%*	*10%*	*8%*	*26%*	*6%*	*8%*	*9%*	*-%*	*8%*	*33%*	*-%*	*3%*	*-%*
NET: Satisfied	**167**	87	13	14	2	98	68	12	87	68	93	29	18	9	6	3	-
	82%	*87%*	*93%*	*62%*	*88%*	*84%*	*79%*	*56%*	*90%* c	*79%*	*83%*	*83%*	*82%*	*63%*	*93%*	*92%*	*-%*
NET: Dissatisfied	**2**	1	1	-	*	*	2	-	*	2	2	-	-	*	*	*	-
	1%	*1%*	*4%*	*-%*	*7%*	**%*	*2%*	*-%*	**%*	*2%*	*1%*	*-%*	*-%*	*1%*	*2%*	*5%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**1**	*	1	-	-	-	*	*	*	*	-	1	-
	***%**	*%*	*2%*	*-%*	*-%*	*-%*	*%*	*1%*	*%*	*%*	*-%*	*%*	*-%*
Fairly Dissatisfied	**1**	1	-	-	-	*	1	-	1	*	-	1	-
	***1%**	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*%*	*-%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**16**	13	2	*	-	2	9	7	6	10	-	16	-
	***8%**	*10%*	*7%*	*1%*	*-%*	*11%*	*7%*	*10%*	*6%*	*10%*	*-%*	*8%*	*-%*
Fairly Satisfied	**60**	39	6	6	2	4	36	24	23	37	-	56	4
	***30%**	*32%*	*24%*	*36%*	*26%*	*28%*	*27%*	*34%*	*22%*	*38%* a	*-%*	*29%*	*48%*
Very Satisfied	**107**	58	17	6	6	6	73	34	62	45	-	104	2
	***52%**	*47%*	*67%*	*40%*	*74%*	*42%*	*54%*	*49%*	*58%*	*47%*	*-%*	*53%*	*32%*
Don't Know (DO NOT READ OUT)	**18**	12	-	4	-	3	14	4	14	4	-	17	1
	***9%**	*10%*	*-%*	*24%*	*-%*	*18%*	*10%*	*6%*	*13%* b	*4%*	*-%*	*9%*	*19%*
NET: Satisfied	**167**	97	23	12	9	10	109	58	85	82	-	160	6
	***82%**	*79%*	*91%*	*76%*	*100%*	*70%*	*81%*	*83%*	*80%*	*85%*	*-%*	*82%*	*81%*
NET: Dissatisfied	**2**	1	1	-	-	*	2	*	2	1	-	2	-
	***1%**	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**1**	1	-	*	*	*	*	1	*	1	*	1	-	*	1	*	*
	***%**	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*-%*	**%*	*1%*	**%*	*1%*
Fairly Dissatisfied	**1**	1	-	*	1	1	1	1	*	*	1	*	-	1	-	1	*
	1%	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	**%*	*-%*	*2%*	*-%*	*1%*	**%*
Neither Satisfied Nor Dissatisfied	**16**	8	*	7	11	11	14	14	8	7	12	8	-	8	10	16	2
	8%	*10%*	*1%*	*10%*	*7%*	*9%*	*8%*	*9%*	*14%*	*7%*	*9%*	*6%*	*-%*	*14%*	*8%*	*9%*	*7%*
Fairly Satisfied	**60**	13	23	20	45	34	50	52	14	29	36	44	-	13	31	56	10
	30%	*16%*	*58%*	*26%*	*29%*	*28%*	*29%*	*31%*	*23%*	*29%*	*29%*	*35%*	*-%*	*21%*	*27%*	*30%*	*36%*
			ac									c					
Very Satisfied	**107**	52	13	41	83	65	88	82	28	56	69	65	*	29	66	94	13
	52%	*61%*	*32%*	*56%*	*53%*	*53%*	*52%*	*49%*	*47%*	*57%*	*55%*	*52%*	*100%*	*47%*	*56%*	*51%*	*45%*
		b		b													
Don't Know (DO NOT READ OUT)	**18**	10	4	5	17	11	17	16	9	5	6	8	-	10	11	18	3
	9%	*11%*	*9%*	*7%*	*11%*	*9%*	*10%*	*10%*	*15%*	*6%*	*5%*	*7%*	*-%*	*16%*	*9%*	*10%*	*10%*
									fg					a			
NET: Satisfied	**167**	66	35	61	128	99	138	135	42	84	104	109	*	42	97	149	23
	82%	*77%*	*90%*	*83%*	*81%*	*81%*	*81%*	*81%*	*71%*	*86%*	*84%*	*87%*	*100%*	*68%*	*82%*	*81%*	*82%*
										e	e	c					
NET: Dissatisfied	**2**	2	-	*	2	2	2	2	*	1	2	1	-	1	1	2	*
	1%	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**1**	*	*	*	-	*	1	1	1	1	1	-	1	1	*	*	1	-
	***%**	*%	*%	*2%*	*-%*	*%*	*1%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*%*	*%*	*%*	*%*	*-%*
Fairly Dissatisfied	**1**	1	*	*	-	1	1	*	1	1	1	-	1	1	-	*	-	1
	1%	*1%*	*%*	*1%*	*-%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*%*	*-%*	*14%*
Neither Satisfied Nor Dissatisfied	**16**	14	12	-	*	16	15	14	16	11	15	-	9	16	5	8	9	-
	8%	*11%*	*10%*	*-%*	*5%*	*9%*	*7%*	*8%*	*8%*	*6%*	*7%*	*-%*	*7%*	*9%*	*12%*	*13%*	*7%*	*-%*
Fairly Satisfied	**60**	39	37	2	2	50	59	56	59	54	60	-	42	59	15	25	32	3
	30%	*29%*	*32%*	*22%*	*50%*	*29%*	*30%*	*32%*	*30%*	*30%*	*30%*	*-%*	*31%*	*31%*	*35%*	*41%* b	*25%*	*30%*
Very Satisfied	**107**	67	55	8	1	89	101	91	101	95	104	2	71	96	21	24	75	5
	52%	*50%*	*48%*	*75%*	*45%*	*51%*	*52%*	*52%*	*51%*	*53%*	*52%*	*100%*	*53%*	*50%*	*49%*	*40%*	*57%* a	*56%*
Don't Know (DO NOT READ OUT)	**18**	14	11	-	-	17	18	15	18	18	18	-	11	17	1	4	15	-
	9%	*10%*	*9%*	*-%*	*-%*	*10%*	*9%*	*9%*	*9%*	*10%*	*9%*	*-%*	*8%*	*9%*	*3%*	*6%*	*11%*	*-%*
NET: Satisfied	**167**	106	92	11	3	139	159	146	159	149	164	2	114	154	36	49	107	8
	82%	*78%*	*80%*	*98%*	*95%*	*80%*	*82%*	*83%*	*81%*	*83%*	*82%*	*100%*	*84%*	*81%*	*84%*	*81%*	*82%*	*86%*
NET: Dissatisfied	**2**	2	*	*	-	1	2	1	2	2	2	-	2	2	*	*	1	1
	1%	*1%*	*%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*%*	*%*	*%*	*14%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**1**	*	*	-	1	-	1	-	1	-	*	1	1	-
	***%**	*1%*	*2%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	*2%*	*-%*
Fairly Dissatisfied	**1**	1	-	-	1	-	1	-	1	-	-	1	1	-
	1%	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*4%* b	*-%*
Neither Satisfied Nor Dissatisfied	**16**	6	-	10	8	8	16	-	12	4	4	12	6	10
	8%	*11%*	*-%*	*8%*	*6%*	*11%*	*8%*	*-%*	*8%*	*27%*	*7%*	*9%*	*17%* b	*6%*
Fairly Satisfied	**60**	15	7	37	36	23	58	2	42	*	19	37	13	47
	30%	*25%*	*32%*	*31%*	*28%*	*32%*	*29%*	*31%*	*29%*	*2%*	*34%*	*26%*	*35%*	*28%*
Very Satisfied	**107**	32	13	61	69	38	103	4	74	9	28	76	11	96
	52%	*56%*	*58%*	*51%*	*53%*	*52%*	*52%*	*56%*	*51%*	*55%*	*51%*	*54%*	*30%*	*57%* a
Don't Know (DO NOT READ OUT)	**18**	3	2	12	14	4	17	1	14	2	4	13	4	14
	9%	*5%*	*8%*	*10%*	*11%*	*6%*	*9%*	*13%*	*10%*	*15%*	*7%*	*9%*	*12%*	*8%*
NET: Satisfied	**167**	47	20	98	105	62	161	6	116	9	48	113	24	143
	82%	*81%*	*91%*	*82%*	*81%*	*83%*	*82%*	*87%*	*81%*	*58%*	*85%*	*81%*	*65%*	*86%* a
NET: Dissatisfied	**2**	2	*	-	2	-	2	-	2	-	*	2	2	-
	1%	*3%* c	*2%*	*-%*	*2%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*6%* b	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**1**	-	*	-	*	-	-	-	*	*	-	-
	***%**	*-%*	*3%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**1**	*	-	-	-	-	*	-	-	-	1	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	**16**	9	2	*	1	2	*	5	2	1	-	6
	8%	*5%*	*37%*	**%*	*2%*	*7%*	*1%*	*21%*	*6%*	*4%*	*-%*	*24%*
Fairly Satisfied	**60**	50	4	11	9	5	2	3	9	5	11	4
	30%	*28%*	*60%*	*46%*	*38%*	*19%*	*35%*	*13%*	*27%*	*24%*	*61%*	*16%*
Very Satisfied	**107**	102	-	8	15	15	4	12	20	13	6	13
	52%	*58%*	*-%*	*35%*	*60%*	*61%*	*62%*	*55%*	*56%*	*60%*	*32%*	*50%*
Don't Know (DO NOT READ OUT)	**18**	14	-	4	-	3	-	2	4	2	-	2
	9%	*8%*	*-%*	*18%*	*-%*	*13%*	*-%*	*11%*	*10%*	*11%*	*-%*	*10%*
NET: Satisfied	**167**	152	4	19	24	20	7	15	29	19	17	17
	82%	*87%*	*60%*	*81%*	*97%*	*80%*	*97%*	*68%*	*83%*	*85%*	*93%*	*66%*
NET: Dissatisfied	**2**	*	*	-	*	-	*	-	*	*	1	-
	1%	**%*	*3%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*7%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**2**	-	-	-	-	1	-	-	*	-	-	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*1%*	*-%*	*-%*	*5%*	*-%*	*1%*
Fairly Dissatisfied	**7**	1	-	-	-	*	-	3	-	2	-	-	*	7
	3%	*11%*	*-%*	*-%*	*-%*	*1%*	*-%*	*10%*	*-%*	*17%*	*-%*	*-%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	**18**	2	2	2	1	2	2	-	3	*	1	2	1	15
	9%	*12%*	*8%*	*9%*	*9%*	*12%*	*8%*	*-%*	*15%*	*2%*	*16%*	*19%*	*17%*	*8%*
Fairly Satisfied	**71**	4	10	7	4	3	14	12	7	4	2	1	1	67
	35%	*28%*	*43%*	*30%*	*26%*	*22%*	*51%*	*48%*	*35%*	*31%*	*22%*	*9%*	*24%*	*37%*
Very Satisfied	**80**	5	8	5	11	6	9	11	7	6	5	4	3	68
	39%	*37%*	*34%*	*21%*	*65%*	*45%*	*32%*	*41%*	*34%*	*42%*	*56%*	*55%*	*56%*	*37%*
Don't Know (DO NOT READ OUT)	**25**	2	3	10	-	1	2	*	3	1	*	1	*	24
	12%	*12%*	*15%*	*40%*	*-%*	*10%*	*9%*	*1%*	*15%*	*9%*	*5%*	*12%*	*2%*	*13%*
NET: Satisfied	**151**	9	18	13	15	9	23	23	14	10	6	5	5	134
	74%	*65%*	*77%*	*51%*	*91%*	*67%*	*83%*	*89%*	*69%*	*73%*	*78%*	*64%*	*80%*	*74%*
NET: Dissatisfied	**9**	1	-	-	-	1	-	3	*	2	-	*	*	8
	4%	*11%*	*-%*	*-%*	*-%*	*10%*	*-%*	*10%*	*1%*	*17%*	*-%*	*5%*	*2%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	2	-	-	-	-	*	-	2	2	*	-	-	*	2	-
	1%	-%	-%	-%	-%	*%	-%	3%	1%	2%	-%	-%	1%	2%	-%
Fairly Dissatisfied	7	-	-	-	-	4	-	3	7	*	-	-	*	5	1
	3%	-%	-%	-%	-%	5%	-%	4%	3%	3%	-%	-%	2%	5%	2%
Neither Satisfied Nor Dissatisfied	18	1	3	-	*	5	-	8	17	1	*	*	1	8	10
	9%	21%	11%	-%	4%	7%	-%	11%	9%	8%	14%	17%	11%	8%	11%
Fairly Satisfied	71	-	10	3	1	26	-	30	66	2	1	1	4	36	35
	35%	-%	40%	61%	6%	33%	-%	45%	35%	30%	48%	38%	35%	34%	36%
Very Satisfied	80	4	12	*	9	38	3	11	74	4	1	1	6	38	42
	39%	72%	49%	8%	90%	48%	40%	17%	39%	50%	38%	34%	44%	35%	44%
			g			g									
Don't Know (DO NOT READ OUT)	25	*	*	2	-	6	4	13	24	*	-	*	1	18	7
	12%	7%	1%	31%	-%	7%	60%	20%	13%	6%	-%	11%	6%	16%	8%
								be						b	
NET: Satisfied	151	4	22	4	10	64	3	41	141	6	2	2	10	74	77
	74%	72%	89%	69%	96%	81%	40%	62%	74%	80%	86%	71%	79%	69%	80%
			g			g									
NET: Dissatisfied	9	-	-	-	-	4	-	4	8	*	-	-	*	7	1
	4%	-%	-%	-%	-%	6%	-%	7%	4%	6%	-%	-%	4%	7%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**2**	-	1	-	-	1	*	-	1	*	*	-	-	1	-	-	-
	1%	*-%*	*4%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**7**	7	-	-	-	4	3	-	4	3	5	*	-	-	*	-	-
	3%	*7%*	*-%*	*-%*	*-%*	*3%*	*3%*	*-%*	*4%*	*3%*	*5%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**18**	8	2	1	1	8	10	1	7	10	6	6	5	1	*	1	-
	9%	*8%*	*16%*	*3%*	*23%*	*7%*	*12%*	*6%*	*7%*	*12%*	*6%*	*16%*	*21%*	*4%*	*4%*	*32%*	*-%*
Fairly Satisfied	**71**	35	1	10	1	41	30	5	36	30	43	14	5	1	1	1	-
	35%	*34%*	*9%*	*44%*	*33%*	*35%*	*34%*	*25%*	*38%*	*34%*	*38%*	*42%*	*26%*	*6%*	*22%*	*40%*	*-%*
Very Satisfied	**80**	46	10	3	1	45	35	7	38	35	41	14	9	7	4	1	-
	39%	*45%*	*71%*	*14%*	*44%*	*38%*	*41%*	*33%*	*39%*	*41%*	*37%*	*41%*	*44%*	*48%*	*70%*	*24%*	*-%*
Don't Know (DO NOT READ OUT)	**25**	6	-	9	-	18	7	8	10	7	17	*	2	5	*	*	-
	12%	*6%*	*-%*	*38%*	*-%*	*15%*	*8%*	*36%*	*11%*	*8%*	*15%* b	*1%*	*9%*	*33%*	*2%*	*3%*	*-%*
NET: Satisfied	**151**	80	11	14	2	86	65	12	74	65	84	29	15	8	6	2	-
	74%	*80%*	*80%*	*59%*	*77%*	*73%*	*76%*	*58%*	*77%*	*76%*	*75%*	*83%*	*70%*	*54%*	*93%*	*64%*	*-%*
NET: Dissatisfied	**9**	7	1	-	-	5	3	-	5	3	6	*	-	1	*	-	-
	4%	*7%*	*4%*	*-%*	*-%*	*5%*	*4%*	*-%*	*6%*	*4%*	*5%*	*1%*	*-%*	*10%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**2**	1	-	-	-	-	1	1	2	-	-	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*2%*	*-%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**7**	7	*	-	-	*	3	4	1	6	-	7	-
	3%	*5%*	*1%*	*-%*	*-%*	*1%*	*2%*	*6%*	*1%*	*6%*	*-%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**18**	13	1	1	2	3	16	2	14	4	-	18	*
	9%	*10%*	*2%*	*5%*	*19%*	*18%*	*12%* b	*3%*	*13%* b	*4%*	*-%*	*9%*	*6%*
Fairly Satisfied	**71**	40	14	6	2	4	48	23	31	40	-	68	3
	35%	*32%*	*54%*	*34%*	*26%*	*27%*	*36%*	*33%*	*29%*	*41%*	*-%*	*35%*	*45%*
Very Satisfied	**80**	45	11	6	5	5	48	32	42	38	-	78	2
	39%	*36%*	*42%*	*38%*	*55%*	*36%*	*36%*	*45%*	*39%*	*39%*	*-%*	*40%*	*29%*
Don't Know (DO NOT READ OUT)	**25**	19	*	4	-	3	18	7	16	9	-	24	1
	12%	*15%*	*1%*	*24%*	*-%*	*18%*	*13%*	*10%*	*15%*	*9%*	*-%*	*12%*	*19%*
NET: Satisfied	**151**	85	25	12	7	9	96	55	73	78	-	145	6
	74%	*69%*	*97%*	*71%*	*81%*	*63%*	*72%*	*79%*	*69%*	*81%* a	*-%*	*74%*	*74%*
NET: Dissatisfied	**9**	7	*	-	-	*	3	6	3	6	-	9	-
	4%	*6%*	*1%*	*-%*	*-%*	*1%*	*2%*	*8%*	*3%*	*6%*	*-%*	*4%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**2**	1	-	1	2	2	2	*	1	-	2	*	-	*	-	2	-
	1%	*1%*	*-%*	*2%*	*1%*	*2%*	*1%*	**%*	*1%*	*-%*	*2%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**7**	3	-	2	3	3	4	7	*	6	1	6	-	1	3	5	1
	3%	*3%*	*-%*	*2%*	*2%*	*2%*	*2%*	*4%*	**%*	*6%* g	*1%*	*4%*	*-%*	*2%*	*2%*	*3%*	*5%*
Neither Satisfied Nor Dissatisfied	**18**	4	2	11	15	11	15	17	8	11	12	13	-	6	13	18	4
	9%	*4%*	*6%*	*15%* a	*10%*	*9%*	*9%*	*10%*	*13%*	*11%*	*9%*	*10%*	*-%*	*10%*	*11%*	*10%*	*13%*
Fairly Satisfied	**71**	23	23	25	56	43	59	59	23	27	44	41	*	24	37	66	8
	35%	*27%*	*58%* **ac**	*34%*	*35%*	*35%*	*35%*	*35%*	*38%*	*28%*	*36%*	*33%*	*100%*	*39%*	*31%*	*35%*	*27%*
Very Satisfied	**80**	40	10	30	61	46	67	62	20	46	57	55	-	16	50	69	13
	39%	*46%* b	*26%*	*40%*	*39%*	*37%*	*39%*	*37%*	*33%*	*47%*	*46%*	*44%* c	*-%*	*26%*	*43%*	*37%*	*45%*
Don't Know (DO NOT READ OUT)	**25**	16	4	5	21	18	24	23	9	7	8	11	-	14	15	25	3
	12%	*19%* c	*9%*	*7%*	*13%* g	*15%* g	*14%* g	*14%* g	*14%*	*8%*	*7%*	*8%*	*-%*	*23%* a	*13%*	*14%*	*10%*
NET: Satisfied	**151**	63	33	55	117	88	126	120	43	74	101	96	*	40	87	135	20
	74%	*73%*	*84%*	*74%*	*74%*	*72%*	*74%*	*72%*	*71%*	*75%*	*81%* d	*77%*	*100%*	*65%*	*74%*	*73%*	*72%*
NET: Dissatisfied	**9**	3	-	3	4	5	6	7	1	6	3	6	-	1	3	7	1
	4%	*4%*	*-%*	*4%*	*3%*	*4%*	*4%*	*4%*	*1%*	*6%*	*3%*	*5%*	*-%*	*2%*	*2%*	*4%*	*5%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**2**	2	2	-	-	2	2	2	2	2	2	-	1	2	-	-	2	-
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**7**	3	4	*	-	7	7	6	7	7	7	-	7	7	4	3	3	1
	3%	*2%*	*4%*	*1%*	*-%*	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	*-%*	*5%*	*4%*	*9%*	*5%*	*2%*	*14%*
Neither Satisfied Nor Dissatisfied	**18**	16	11	2	*	16	17	16	18	14	17	-	13	18	3	9	10	*
	9%	*12%*	*9%*	*18%*	*5%*	*9%*	*9%*	*9%*	*9%*	*8%*	*8%*	*-%*	*10%*	*10%*	*7%*	*14%*	*7%*	*1%*
Fairly Satisfied	**71**	42	47	2	2	59	67	64	67	61	69	2	44	65	15	28	37	3
	35%	*31%*	*41%*	*21%*	*50%*	*34%*	*35%*	*37%*	*34%*	*34%*	*35%*	*100%*	*32%*	*34%*	*35%*	*47%* b	*28%*	*32%*
Very Satisfied	**80**	54	36	7	1	66	76	66	76	71	79	-	52	74	17	16	59	5
	39%	*40%*	*31%*	*60%*	*45%*	*38%*	*39%*	*38%*	*39%*	*40%*	*40%*	*-%*	*38%*	*39%*	*39%*	*27%*	*45%* a	*54%*
Don't Know (DO NOT READ OUT)	**25**	19	15	-	-	24	25	22	25	25	25	-	18	24	4	4	21	-
	12%	*14%*	*13%*	*-%*	*-%*	*14%*	*13%*	*12%*	*13%*	*14%*	*13%*	*-%*	*13%*	*13%*	*10%*	*6%*	*16%*	*-%*
NET: Satisfied	**151**	97	83	9	3	125	144	131	144	133	148	2	96	139	32	45	96	8
	74%	*71%*	*72%*	*81%*	*95%*	*72%*	*74%*	*74%*	*73%*	*74%*	*75%*	*100%*	*71%*	*73%*	*75%*	*75%*	*73%*	*85%*
NET: Dissatisfied	**9**	4	6	*	-	9	9	8	9	9	9	-	8	9	4	3	5	1
	4%	*3%*	*5%*	*1%*	*-%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*	*-%*	*6%*	*5%*	*9%*	*5%*	*4%*	*14%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**2**	*	*	1	2	-	2	-	1	-	-	2	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*2%*	*1%*
Fairly Dissatisfied	**7**	3	*	4	5	2	7	-	3	-	1	6	3	4
	3%	*5%*	*1%*	*3%*	*4%*	*2%*	*4%*	*-%*	*2%*	*-%*	*2%*	*4%*	*8%*	*2%*
Neither Satisfied Nor Dissatisfied	**18**	5	2	11	9	10	18	-	8	5	10	8	4	14
	9%	*9%*	*8%*	*10%*	*7%*	*13%*	*9%*	*-%*	*5%*	*31%*	*19%* b	*5%*	*12%*	*8%*
Fairly Satisfied	**71**	26	8	35	51	20	69	2	54	2	22	46	14	57
	35%	*44%* c	*38%*	*30%*	*40%*	*27%*	*35%*	*31%*	*38%*	*12%*	*38%*	*33%*	*38%*	*34%*
Very Satisfied	**80**	21	9	49	44	36	76	4	59	7	18	59	8	72
	39%	*36%*	*43%*	*41%*	*34%*	*49%* a	*39%*	*63%*	*41%*	*42%*	*33%*	*42%*	*21%*	*43%* a
Don't Know (DO NOT READ OUT)	**25**	3	2	18	18	7	25	*	19	2	4	19	7	18
	12%	*5%*	*9%*	*15%* a	*14%*	*9%*	*13%*	*6%*	*13%*	*15%*	*8%*	*14%*	*19%*	*11%*
NET: Satisfied	**151**	47	18	84	95	56	145	6	113	8	40	105	22	129
	74%	*81%*	*81%*	*71%*	*73%*	*76%*	*74%*	*94%*	*79%*	*54%*	*71%*	*75%*	*60%*	*77%* a
NET: Dissatisfied	**9**	3	*	5	7	2	9	-	4	-	1	8	3	5
	4%	*6%*	*2%*	*4%*	*5%*	*2%*	*4%*	*-%*	*3%*	*-%*	*2%*	*5%*	*9%*	*3%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**2**	*	*	-	-	1	-	*	-	*	-	-
	1%	**%*	*3%*	*-%*	*-%*	*5%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**7**	4	1	-	*	-	*	-	4	1	1	-
	3%	*2%*	*23%*	*-%*	*1%*	*-%*	*1%*	*-%*	*11%*	*7%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	**18**	15	-	3	2	-	*	3	4	*	*	6
	9%	*8%*	*-%*	*13%*	*7%*	*-%*	*5%*	*13%*	*11%*	*2%*	*2%*	*24%*
Fairly Satisfied	**71**	58	5	10	12	10	4	4	7	7	13	4
	35%	*33%*	*74%*	*45%*	*46%*	*39%*	*56%*	*16%*	*21%*	*31%*	*74%*	*17%*
Very Satisfied	**80**	79	-	5	10	8	3	11	17	11	3	13
	39%	*45%*	*-%*	*24%*	*40%*	*32%*	*38%*	*47%*	*48%*	*49%*	*17%*	*49%*
Don't Know (DO NOT READ OUT)	**25**	18	-	4	2	6	-	5	3	2	-	2
	12%	*11%*	*-%*	*18%*	*7%*	*24%*	*-%*	*23%*	*10%*	*11%*	*-%*	*10%*
NET: Satisfied	**151**	138	5	16	22	18	7	14	24	18	16	17
	74%	*78%*	*74%*	*69%*	*86%*	*71%*	*94%*	*63%*	*69%*	*80%*	*91%*	*67%*
NET: Dissatisfied	**9**	5	2	-	*	1	*	*	4	2	1	-
	4%	*3%*	*26%*	*-%*	*1%*	*5%*	*1%*	*2%*	*11%*	*8%*	*7%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**7**	3	-	-	-	1	3	-	-	-	-	-	-	7
	4%	*23%*	*-%*	*-%*	*-%*	*9%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*
Fairly Dissatisfied	**5**	-	-	-	-	-	2	-	-	1	1	1	-	4
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*9%*	*11%*	*7%*	*-%*	*2%*
Neither Satisfied Nor Dissatisfied	**10**	*	1	2	*	1	2	-	2	*	-	*	-	10
	5%	*1%*	*6%*	*9%*	*1%*	*9%*	*9%*	*-%*	*10%*	*3%*	*-%*	*1%*	*-%*	*6%*
Fairly Satisfied	**47**	5	4	5	7	1	5	6	5	4	1	2	2	42
	23%	*39%*	*16%*	*21%*	*42%*	*6%*	*19%*	*23%*	*24%*	*28%*	*7%*	*26%*	*30%*	*23%*
Very Satisfied	**126**	3	18	13	9	10	15	20	14	9	7	5	4	111
	62%	*25%*	*77%*	*51%*	*57%*	*77%*	*53%*	*77%*	*65%*	*61%*	*82%*	*55%*	*70%*	*61%*
Don't Know (DO NOT READ OUT)	**8**	2	*	5	-	-	*	-	*	-	-	1	-	7
	4%	*12%*	*1%*	*19%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*11%*	*-%*	*4%*
NET: Satisfied	**173**	9	22	18	16	11	20	26	19	13	7	7	6	153
	85%	*64%*	*93%*	*72%*	*99%*	*82%*	*72%*	*100%*	*89%*	*88%*	*89%*	*81%*	*100%*	*85%*
NET: Dissatisfied	**12**	3	-	-	-	1	5	-	-	1	1	1	-	11
	6%	*23%*	*-%*	*-%*	*-%*	*9%*	*18%*	*-%*	*-%*	*9%*	*11%*	*7%*	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	7	-	*	-	-	4	-	3	7	*	-	-	*	1	6
	4%	-%	1%	-%	-%	5%	-%	5%	4%	5%	-%	-%	3%	1%	6%
Fairly Dissatisfied	5	-	-	-	*	1	-	4	5	*	-	-	*	1	4
	2%	-%	-%	-%	4%	1%	-%	6%	3%	1%	-%	-%	1%	1%	4%
Neither Satisfied Nor Dissatisfied	10	-	4	-	-	*	-	4	9	*	1	*	1	8	2
	5%	-%	18%	-%	-%	*%	-%	6%	5%	4%	21%	16%	10%	8%	2%
			e												
Fairly Satisfied	47	4	5	*	-	23	*	12	41	3	1	1	5	26	21
	23%	63%	18%	3%	-%	30%	3%	17%	22%	40%	42%	35%	39%	24%	22%
										a			a		
Very Satisfied	126	2	15	4	10	50	4	41	121	3	1	1	6	65	61
	62%	37%	62%	66%	94%	64%	55%	62%	63%	43%	37%	49%	43%	61%	64%
									be						
Don't Know (DO NOT READ OUT)	8	-	-	2	*	1	3	3	7	1	-	-	1	5	3
	4%	-%	-%	31%	2%	1%	42%	4%	4%	7%	-%	-%	4%	5%	3%
NET: Satisfied	173	6	20	4	10	74	4	53	162	6	2	2	11	91	82
	85%	100%	81%	69%	94%	94%	58%	79%	85%	83%	79%	84%	82%	85%	85%
						bg									
NET: Dissatisfied	12	-	*	-	*	4	-	7	12	*	-	-	*	2	10
	6%	-%	1%	-%	4%	5%	-%	11%	6%	6%	-%	-%	4%	2%	10%
															a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**7**	6	-	-	-	4	3	-	4	3	6	-	-	-	-	-	-
	4%	*5%*	*-%*	*-%*	*-%*	*4%*	*3%*	*-%*	*5%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**5**	2	*	2	*	*	5	-	*	5	4	-	*	-	*	-	-
	2%	*2%*	*3%*	*10%*	*4%*	**%*	*5%* a	*-%*	**%*	*5%*	*4%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**10**	5	*	*	*	4	6	-	4	6	3	2	3	*	-	1	-
	5%	*5%*	*1%*	*2%*	*14%*	*4%*	*7%*	*-%*	*4%*	*7%*	*2%*	*5%*	*12%*	*2%*	*-%*	*20%*	*-%*
Fairly Satisfied	**47**	18	1	6	1	14	33	1	13	33	28	8	3	1	1	1	-
	23%	*18%*	*7%*	*28%*	*35%*	*12%*	*38%* a	*6%*	*13%*	*38%* b	*24%*	*22%*	*16%*	*6%*	*22%*	*40%*	*-%*
Very Satisfied	**126**	70	13	9	1	89	37	18	71	37	68	25	14	11	5	1	-
	62%	*70%*	*87%*	*40%*	*46%*	*76%* b	*43%*	*84%*	*74%* c	*43%*	*60%*	*72%*	*68%*	*74%*	*76%*	*40%*	*-%*
Don't Know (DO NOT READ OUT)	**8**	*	*	5	-	5	3	2	3	3	5	*	*	3	-	-	-
	4%	**%*	*1%*	*21%*	*-%*	*4%*	*3%*	*10%*	*3%*	*3%*	*4%*	**%*	*2%*	*17%*	*-%*	*-%*	*-%*
NET: Satisfied	**173**	88	14	16	2	103	70	19	84	70	95	33	18	12	6	3	-
	85%	*87%*	*95%*	*68%*	*81%*	*88%*	*81%*	*90%*	*87%*	*81%*	*84%*	*95%*	*84%*	*80%*	*98%*	*80%*	*-%*
NET: Dissatisfied	**12**	7	*	2	*	5	7	-	5	7	10	-	*	-	*	-	-
	6%	*7%*	*3%*	*10%*	*4%*	*4%*	*8%*	*-%*	*5%*	*8%*	*9%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**7**	6	1	-	-	-	4	3	4	3	-	7	-
	4%	*5%*	*5%*	*-%*	*-%*	*-%*	*3%*	*4%*	*4%*	*3%*	*-%*	*4%*	*-%*
Fairly Dissatisfied	**5**	4	*	-	-	*	2	3	2	3	-	5	-
	2%	*4%*	*2%*	*-%*	*-%*	*1%*	*1%*	*5%*	*2%*	*3%*	*-%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**10**	3	3	4	*	*	2	8	3	7	-	10	*
	5%	*2%*	*12%*	*26%*	*2%*	*1%*	*1%*	*12%* a	*3%*	*7%*	*-%*	*5%*	*3%*
Fairly Satisfied	**47**	22	8	5	3	6	26	20	19	27	-	43	4
	23%	*18%*	*30%*	*30%*	*40%*	*40%*	*20%*	*29%*	*18%*	*28%*	*-%*	*22%*	*51%*
Very Satisfied	**126**	82	13	5	5	8	92	34	71	55	-	123	3
	62%	*67%*	*52%*	*29%*	*57%*	*58%*	*69%* b	*49%*	*67%*	*57%*	*-%*	*63%*	*41%*
Don't Know (DO NOT READ OUT)	**8**	5	-	2	-	-	7	*	7	*	-	7	*
	4%	*4%*	*-%*	*15%*	*-%*	*-%*	*6%*	*1%*	*7%* b	**%*	*-%*	*4%*	*6%*
NET: Satisfied	**173**	105	21	10	8	14	119	54	90	82	-	166	7
	85%	*85%*	*82%*	*59%*	*98%*	*98%*	*89%* b	*78%*	*85%*	*85%*	*-%*	*85%*	*92%*
NET: Dissatisfied	**12**	10	2	-	-	*	6	6	6	6	-	12	-
	6%	*8%*	*7%*	*-%*	*-%*	*1%*	*4%*	*9%*	*5%*	*7%*	*-%*	*6%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**7**	*	4	3	3	3	4	7	4	3	6	5	-	2	5	3	-
	4%	**%*	*10%* a	*4%*	*2%*	*3%*	*3%*	*4%*	*7%* a	*3%*	*5%*	*4%*	*-%*	*3%*	*4%*	*2%*	*-%*
Fairly Dissatisfied	**5**	4	-	1	2	2	2	5	1	3	4	4	-	1	4	5	1
	2%	*5%*	*-%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*3%*	*3%*	*-%*	*2%*	*3%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**10**	3	3	3	6	4	6	10	3	6	6	8	-	3	4	10	1
	5%	*4%*	*7%*	*4%*	*4%*	*3%*	*4%*	*6%*	*5%*	*6%*	*5%*	*6%*	*-%*	*4%*	*3%*	*6%*	*3%*
Fairly Satisfied	**47**	13	11	20	34	27	35	38	10	27	25	38	-	6	28	41	9
	23%	*15%*	*29%*	*27%*	*22%*	*22%*	*21%*	*23%*	*17%*	*27%*	*20%*	*31%* c	*-%*	*9%*	*24%*	*22%*	*33%*
Very Satisfied	**126**	60	21	45	105	79	115	100	39	54	80	65	*	48	70	120	15
	62%	*70%*	*54%*	*61%*	*66%*	*65%*	*67%* f	*60%*	*65%*	*55%*	*65%*	*52%*	*100%*	*78%* a	*59%*	*65%*	*54%*
Don't Know (DO NOT READ OUT)	**8**	5	*	3	7	7	7	7	3	5	2	5	-	3	7	7	2
	4%	*6%*	**%*	*4%*	*5%*	*6%*	*4%*	*4%*	*5%*	*5%*	*2%*	*4%*	*-%*	*4%*	*6%*	*4%*	*8%*
NET: Satisfied	**173**	73	33	65	139	106	150	138	50	80	105	103	*	54	98	161	25
	85%	*85%*	*83%*	*88%*	*88%*	*87%*	*88%*	*82%*	*82%*	*82%*	*85%*	*82%*	*100%*	*87%*	*83%*	*87%*	*87%*
NET: Dissatisfied	**12**	5	4	3	5	5	7	12	5	6	10	9	-	3	9	7	1
	6%	*6%*	*10%*	*4%*	*3%*	*4%*	*4%*	*7%*	*8%*	*7%*	*8%*	*7%*	*-%*	*5%*	*8%*	*4%*	*2%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	***c**
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**7**	3	3	2	-	5	7	7	7	7	7	-	7	7	3	1	6	-
	4%	*2%*	*3%*	*15%*	*-%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*5%*	*4%*	*6%*	*2%*	*4%*	*-%*
Fairly Dissatisfied	**5**	4	1	-	-	4	5	4	5	5	5	-	3	5	3	2	1	1
	2%	*3%*	**%*	*-%*	*-%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*-%*	*2%*	*3%*	*7%*	*4%*	*1%*	*15%*
Neither Satisfied Nor Dissatisfied	**10**	5	3	*	-	8	10	10	10	10	10	-	5	7	1	5	6	*
	5%	*4%*	*3%*	*2%*	*-%*	*4%*	*5%*	*6%*	*5%*	*6%*	*5%*	*-%*	*4%*	*4%*	*2%*	*8%*	*4%*	*2%*
Fairly Satisfied	**47**	27	26	2	2	36	44	45	45	42	45	-	31	45	11	22	24	*
	23%	*20%*	*23%*	*21%*	*50%*	*21%*	*22%*	*25%*	*23%*	*23%*	*23%*	*-%*	*23%*	*24%*	*26%*	*36%* b	*19%*	*3%*
Very Satisfied	**126**	91	78	7	1	112	120	102	120	109	124	2	84	118	23	30	87	7
	62%	*67%*	*68%*	*62%*	*45%*	*65%*	*62%*	*58%*	*61%*	*60%*	*62%*	*100%*	*62%*	*62%*	*53%*	*50%*	*66%* a	*80%*
Don't Know (DO NOT READ OUT)	**8**	6	4	-	*	7	8	8	8	8	7	-	5	8	2	*	7	-
	4%	*4%*	*4%*	*-%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*6%*	*1%*	*6%*	*-%*
NET: Satisfied	**173**	117	104	9	3	149	164	147	166	150	169	2	115	163	34	52	111	8
	85%	*87%*	*90%*	*83%*	*95%*	*86%*	*84%*	*83%*	*85%*	*83%*	*85%*	*100%*	*85%*	*86%*	*80%*	*86%*	*85%*	*83%*
NET: Dissatisfied	**12**	7	3	2	-	10	12	11	12	12	12	-	10	12	6	4	7	1
	6%	*5%*	*3%*	*15%*	*-%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*-%*	*7%*	*6%*	*13%*	*6%*	*5%*	*15%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**7**	1	-	6	3	4	7	-	6	-	-	7	2	5
	4%	*3%*	*-%*	*5%*	*3%*	*5%*	*4%*	*-%*	*4%*	*-%*	*-%*	*5%*	*5%*	*3%*
Fairly Dissatisfied	**5**	4	-	1	5	*	5	*	5	-	*	5	5	-
	2%	*7%* c	*-%*	*1%*	*4%*	*1%*	*2%*	*6%*	*3%*	*-%*	*%*	*4%*	*14%* b	*-%*
Neither Satisfied Nor Dissatisfied	**10**	2	5	3	6	4	10	-	6	2	5	5	6	4
	5%	*4%*	*23%*	*3%*	*5%*	*6%*	*5%*	*-%*	*4%*	*11%*	*10%*	*3%*	*17%* b	*2%*
Fairly Satisfied	**47**	19	4	22	32	15	44	2	28	3	10	33	12	34
	23%	*33%* c	*17%*	*18%*	*25%*	*20%*	*23%*	*31%*	*20%*	*21%*	*18%*	*24%*	*34%*	*21%*
Very Satisfied	**126**	30	13	80	76	50	122	4	94	8	37	87	9	118
	62%	*53%*	*59%*	*67%*	*59%*	*68%*	*62%*	*62%*	*66%*	*54%*	*65%*	*62%*	*24%*	*71%* a
Don't Know (DO NOT READ OUT)	**8**	*	*	7	8	*	8	-	4	2	4	3	3	5
	4%	*1%*	*1%*	*6%*	*6%* b	*%*	*4%*	*-%*	*3%*	*15%*	*7%*	*2%*	*7%*	*3%*
NET: Satisfied	**173**	50	17	102	108	65	167	6	122	12	47	119	21	152
	85%	*86%*	*76%*	*86%*	*83%*	*88%*	*85%*	*94%*	*85%*	*74%*	*83%*	*86%*	*58%*	*91%* a
NET: Dissatisfied	**12**	6	-	7	8	4	12	*	11	-	*	12	7	5
	6%	*10%*	*-%*	*5%*	*6%*	*6%*	*6%*	*6%*	*8%*	*-%*	*%*	*9%* a	*19%* b	*3%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**7**	5	1	2	2	-	-	-	-	3	-	-
	4%	*3%*	*23%*	*7%*	*10%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*-%*
Fairly Dissatisfied	**5**	*	2	-	-	-	-	-	1	-	1	3
	2%	**%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*7%*	*11%*
Neither Satisfied Nor Dissatisfied	**10**	4	2	*	*	4	*	1	-	*	2	1
	5%	*3%*	*37%*	*1%*	*1%*	*16%*	*6%*	*5%*	*-%*	*1%*	*13%*	*6%*
Fairly Satisfied	**47**	42	-	11	3	3	2	8	6	4	4	5
	23%	*24%*	*-%*	*48%*	*13%*	*14%*	*26%*	*36%*	*17%*	*19%*	*22%*	*19%*
Very Satisfied	**126**	118	-	9	19	15	5	13	28	12	10	16
	62%	*67%*	*-%*	*37%*	*75%*	*60%*	*68%*	*59%*	*80%*	*54%*	*58%*	*61%*
Don't Know (DO NOT READ OUT)	**8**	5	*	2	*	2	-	-	*	3	-	1
	4%	*3%*	*3%*	*7%*	*1%*	*10%*	*-%*	*-%*	*1%*	*12%*	*-%*	*3%*
NET: Satisfied	**173**	160	-	20	22	19	7	21	34	16	14	20
	85%	*91%*	*-%*	*85%*	*88%*	*74%*	*94%*	*95%*	*97%*	*73%*	*80%*	*79%*
NET: Dissatisfied	**12**	6	4	2	2	-	-	-	1	3	1	3
	6%	*3%*	*60%*	*7%*	*10%*	*-%*	*-%*	*-%*	*2%*	*14%*	*7%*	*11%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 107

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Very Dissatisfied	**11**	-	1	3	-	1	5	-	-	-	1	-	-	10
	5%	*-%*	*6%*	*11%*	*-%*	*9%*	*17%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*6%*
Fairly Dissatisfied	**11**	2	2	-	1	*	*	-	2	2	*	*	1	9
	5%	*12%*	*7%*	*-%*	*8%*	*1%*	*1%*	*-%*	*9%*	*17%*	*5%*	*6%*	*10%*	*5%*
Neither Satisfied Nor Dissatisfied	**50**	3	5	5	4	3	14	3	5	3	1	2	1	46
	25%	*25%*	*23%*	*19%*	*25%*	*22%*	*52%*	*11%*	*25%*	*19%*	*16%*	*20%*	*23%*	*25%*
Fairly Satisfied	**65**	5	4	12	4	3	2	15	5	7	1	3	2	58
	32%	*39%*	*16%*	*49%*	*27%*	*21%*	*8%*	*59%*	*24%*	*49%*	*17%*	*38%*	*41%*	*32%*
Very Satisfied	**61**	3	11	3	7	5	6	8	9	2	4	2	1	53
	30%	*23%*	*48%*	*12%*	*41%*	*37%*	*21%*	*30%*	*43%*	*13%*	*50%*	*26%*	*18%*	*29%*
Don't Know (DO NOT READ OUT)	**5**	*	-	2	-	1	-	-	-	*	-	1	*	4
	3%	*1%*	*-%*	*9%*	*-%*	*9%*	*-%*	*-%*	*-%*	*2%*	*-%*	*11%*	*8%*	*2%*
NET: Satisfied	**126**	8	15	15	11	8	8	23	14	9	6	5	4	111
	62%	*61%*	*64%*	*61%*	*68%*	*58%*	*29%*	*89%*	*66%*	*63%*	*67%*	*63%*	*60%*	*62%*
NET: Dissatisfied	**22**	2	3	3	1	1	5	-	2	2	1	*	1	20
	11%	*12%*	*13%*	*11%*	*8%*	*10%*	*19%*	*-%*	*9%*	*17%*	*16%*	*6%*	*10%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Very Dissatisfied	11	-	3	-	-	3	-	6	11	*	-	-	*	9	2
	5%	-%	11%	-%	-%	4%	-%	8%	6%	5%	-%	-%	3%	8%	3%
Fairly Dissatisfied	11	-	*	-	-	5	-	5	10	1	-	*	1	3	8
	5%	-%	2%	-%	-%	6%	-%	8%	5%	8%	-%	6%	6%	3%	8%
Neither Satisfied Nor Dissatisfied	50	1	6	-	1	19	1	18	47	2	1	1	3	29	22
	25%	21%	25%	-%	6%	25%	21%	28%	25%	20%	28%	34%	25%	27%	23%
Fairly Satisfied	65	2	7	5	3	28	5	14	61	2	1	1	4	35	30
	32%	29%	27%	100%	27%	35%	70%	22%	32%	24%	60%	35%	33%	32%	32%
Very Satisfied	61	3	8	-	7	24	*	18	57	3	*	1	4	28	33
	30%	50%	34%	-%	67%	30%	3%	27%	30%	37%	12%	25%	30%	26%	34%
Don't Know (DO NOT READ OUT)	5	-	*	-	-	*	*	5	5	*	-	-	*	4	1
	3%	-%	1%	-%	-%	*%	6%	7%	3%	6%	-%	-%	3%	4%	1%
								e							
NET: Satisfied	126	5	15	5	10	52	5	33	118	5	2	2	8	63	63
	62%	79%	61%	100%	94%	65%	73%	49%	62%	61%	72%	60%	63%	58%	66%
NET: Dissatisfied	22	-	3	-	-	8	-	11	21	1	-	*	1	12	10
	11%	-%	13%	-%	-%	10%	-%	16%	11%	13%	-%	6%	9%	11%	10%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Very Dissatisfied	**11**	10	-	-	-	7	4	1	6	4	6	2	2	-	*	-	-
	5%	*10%*	*-%*	*-%*	*-%*	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*7%*	*11%*	*-%*	*6%*	*-%*	*-%*
Fairly Dissatisfied	**11**	4	4	-	*	5	6	1	4	6	8	2	*	-	*	-	-
	5%	*4%*	*26%*	*-%*	*5%*	*4%*	*7%*	*6%*	*4%*	*7%*	*7%*	*7%*	*1%*	*-%*	*8%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**50**	17	3	7	*	27	24	3	23	24	23	11	4	3	*	1	-
	25%	*16%*	*20%*	*32%*	*17%*	*23%*	*27%*	*16%*	*24%*	*27%*	*21%*	*32%*	*19%*	*24%*	*3%*	*39%*	*-%*
Fairly Satisfied	**65**	34	4	8	1	46	19	9	37	19	37	11	11	4	2	1	-
	32%	*33%*	*28%*	*37%*	*55%*	*39%* b	*22%*	*42%*	*39%* c	*22%*	*32%*	*31%*	*53%*	*25%*	*25%*	*41%*	*-%*
Very Satisfied	**61**	36	4	5	1	31	29	7	25	29	39	8	3	4	3	*	-
	30%	*36%*	*26%*	*21%*	*23%*	*27%*	*34%*	*32%*	*26%*	*34%*	*34%*	*23%*	*15%*	*27%*	*51%*	*5%*	*-%*
Don't Know (DO NOT READ OUT)	**5**	-	-	2	-	1	4	-	1	4	*	-	*	4	*	*	-
	3%	*-%*	*-%*	*10%*	*-%*	*1%*	*5%*	*-%*	*2%*	*5%*	**%*	*-%*	*2%*	*25%*	*8%*	*14%*	*-%*
NET: Satisfied	**126**	70	8	13	2	77	48	16	62	48	75	19	14	8	5	2	-
	62%	*69%*	*54%*	*57%*	*79%*	*66%*	*56%*	*74%*	*64%*	*56%*	*67%*	*54%*	*67%*	*52%*	*76%*	*47%*	*-%*
NET: Dissatisfied	**22**	14	4	-	*	12	10	2	10	10	14	5	3	-	1	-	-
	11%	*14%*	*26%*	*-%*	*5%*	*10%*	*12%*	*10%*	*10%*	*12%*	*12%*	*14%*	*12%*	*-%*	*13%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Very Dissatisfied	**11**	9	-	2	-	-	7	4	7	4	-	11	-
	5%	*7%*	*-%*	*15%*	*-%*	*-%*	*5%*	*6%*	*7%*	*4%*	*-%*	*6%*	*-%*
Fairly Dissatisfied	**11**	4	*	*	3	2	8	2	5	5	-	11	-
	5%	*3%*	*1%*	*3%*	*33%*	*11%*	*6%*	*4%*	*5%*	*6%*	*-%*	*6%*	*-%*
Neither Satisfied Nor Dissatisfied	**50**	31	10	3	-	6	38	12	25	26	-	49	2
	25%	*25%*	*41%*	*21%*	*-%*	*41%*	*29%*	*17%*	*23%*	*27%*	*-%*	*25%*	*22%*
Fairly Satisfied	**65**	39	6	3	3	3	51	14	43	22	-	62	3
	32%	*32%*	*25%*	*17%*	*38%*	*23%*	*38%* b	*20%*	*40%* b	*23%*	*-%*	*32%*	*40%*
Very Satisfied	**61**	40	8	5	2	3	25	36	22	39	-	58	3
	30%	*32%*	*33%*	*30%*	*28%*	*22%*	*19%*	*51%* a	*20%*	*40%* a	*-%*	*30%*	*36%*
Don't Know (DO NOT READ OUT)	**5**	1	-	2	-	*	4	2	5	*	-	5	*
	3%	*1%*	*-%*	*15%*	*-%*	*3%*	*3%*	*2%*	*5%* b	**%*	*-%*	*3%*	*3%*
NET: Satisfied	**126**	79	15	8	6	6	76	49	64	61	-	120	6
	62%	*64%*	*58%*	*47%*	*67%*	*45%*	*57%*	*71%* a	*60%*	*64%*	*-%*	*61%*	*76%*
NET: Dissatisfied	**22**	13	*	3	3	2	16	6	13	9	-	22	-
	11%	*10%*	*1%*	*18%*	*33%*	*11%*	*12%*	*9%*	*12%*	*10%*	*-%*	*11%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Very Dissatisfied	**11**	5	6	*	9	3	9	8	5	5	10	8	-	3	6	8	1
	5%	*5%*	*16%*	**%*	*6%*	*3%*	*5%*	*5%*	*9%*	*6%*	*8%*	*7%*	*-%*	*5%*	*5%*	*4%*	*3%*
			ac						b		b						
Fairly Dissatisfied	**11**	5	2	4	9	5	9	9	1	7	2	7	-	2	9	10	5
	5%	*6%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*1%*	*7%*	*2%*	*6%*	*-%*	*3%*	*8%*	*6%*	*16%*
										g							b
Neither Satisfied Nor Dissatisfied	**50**	12	15	23	41	24	42	43	25	20	38	28	-	22	30	48	6
	25%	*14%*	*38%*	*32%*	*26%*	*20%*	*24%*	*26%*	*42%*	*20%*	*31%*	*22%*	*-%*	*36%*	*25%*	*26%*	*20%*
			a	a					**abcdf**		b			a			
Fairly Satisfied	**65**	39	8	17	57	49	62	51	15	26	36	35	*	20	32	62	5
	32%	*45%*	*21%*	*22%*	*36%*	*40%*	*36%*	*30%*	*25%*	*27%*	*29%*	*28%*	*100%*	*33%*	*27%*	*33%*	*17%*
		bc				**efg**										c	
Very Satisfied	**61**	25	8	25	37	35	44	53	11	37	34	44	-	14	36	52	9
	30%	*29%*	*21%*	*33%*	*24%*	*29%*	*26%*	*31%*	*18%*	*38%*	*28%*	*35%*	*-%*	*23%*	*31%*	*28%*	*32%*
								e		**ace**							
Don't Know (DO NOT READ OUT)	**5**	*	-	5	5	5	5	4	3	3	3	3	-	*	4	5	4
	3%	**%*	*-%*	*7%*	*3%*	*4%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%*	*-%*	*1%*	*4%*	*3%*	*12%*
				a													**ab**
NET: Satisfied	**126**	64	16	41	94	84	106	103	26	63	70	79	*	35	68	114	14
	62%	*75%*	*42%*	*56%*	*60%*	*69%*	*62%*	*62%*	*43%*	*64%*	*57%*	*63%*	*100%*	*56%*	*58%*	*62%*	*49%*
		bc			e	**eg**	e	e		e							
NET: Dissatisfied	**22**	10	8	4	17	8	17	17	6	12	13	16	-	5	15	19	5
	11%	*11%*	*20%*	*6%*	*11%*	*7%*	*10%*	*10%*	*10%*	*13%*	*10%*	*12%*	*-%*	*8%*	*13%*	*10%*	*19%*
			c														

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Very Dissatisfied	**11**	6	7	-	-	11	11	11	11	10	11	-	9	9	4	1	10	-
	5%	*4%*	*6%*	*-%*	*-%*	*6%*	*5%*	*6%*	*5%*	*6%*	*6%*	*-%*	*6%*	*5%*	*10%*	*2%*	*7%*	*-%*
Fairly Dissatisfied	**11**	10	6	3	-	8	9	10	11	11	9	-	10	11	3	2	7	1
	5%	*7%*	*5%*	*26%*	*-%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*-%*	*7%*	*6%*	*8%*	*4%*	*6%*	*13%*
Neither Satisfied Nor Dissatisfied	**50**	33	31	2	2	42	50	45	50	44	50	-	34	48	14	19	30	2
	25%	*24%*	*27%*	*18%*	*55%*	*24%*	*26%*	*25%*	*26%*	*24%*	*25%*	*-%*	*25%*	*25%*	*32%*	*31%*	*23%*	*17%*
Fairly Satisfied	**65**	44	34	3	-	56	61	56	61	59	63	2	37	61	11	11	47	4
	32%	*33%*	*30%*	*31%*	*-%*	*33%*	*32%*	*32%*	*31%*	*32%*	*32%*	*100%*	*28%*	*32%*	*25%*	*18%*	*36%* a	*48%*
Very Satisfied	**61**	38	34	3	1	51	58	49	58	51	60	-	41	55	10	26	33	2
	30%	*28%*	*29%*	*25%*	*45%*	*29%*	*30%*	*28%*	*29%*	*28%*	*30%*	*-%*	*30%*	*29%*	*23%*	*43%* b	*25%*	*22%*
Don't Know (DO NOT READ OUT)	**5**	5	4	-	-	5	5	5	5	5	5	-	5	5	1	1	4	-
	3%	*4%*	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*2%*	*2%*	*3%*	*-%*
NET: Satisfied	**126**	82	68	6	1	107	119	105	119	110	123	2	78	116	20	37	80	6
	62%	*61%*	*59%*	*56%*	*45%*	*62%*	*61%*	*60%*	*61%*	*61%*	*62%*	*100%*	*58%*	*61%*	*48%*	*61%*	*61%*	*70%*
NET: Dissatisfied	**22**	15	13	3	-	19	20	21	21	21	20	-	18	20	8	4	17	1
	11%	*11%*	*11%*	*26%*	*-%*	*11%*	*10%*	*12%*	*11%*	*12%*	*10%*	*-%*	*14%*	*11%*	*18%*	*6%*	*13%*	*13%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Very Dissatisfied	**11**	3	2	6	5	6	11	*	7	-	5	6	3	8
	5%	*5%*	*11%*	*5%*	*4%*	*8%*	*5%*	*7%*	*5%*	*-%*	*9%*	*5%*	*7%*	*5%*
Fairly Dissatisfied	**11**	6	*	4	9	2	10	*	3	1	6	5	4	7
	5%	*11%*	*1%*	*4%*	*7%*	*3%*	*5%*	*6%*	*2%*	*8%*	*11%* b	*3%*	*11%*	*4%*
Neither Satisfied Nor Dissatisfied	**50**	14	5	29	34	17	48	3	35	3	17	31	7	44
	25%	*24%*	*24%*	*24%*	*26%*	*22%*	*24%*	*38%*	*24%*	*22%*	*31%*	*22%*	*18%*	*26%*
Fairly Satisfied	**65**	16	5	42	40	25	62	3	57	2	16	46	5	60
	32%	*28%*	*24%*	*35%*	*31%*	*34%*	*32%*	*46%*	*40%*	*11%*	*28%*	*33%*	*14%*	*36%* a
Very Satisfied	**61**	19	8	33	37	23	60	*	41	7	10	48	16	45
	30%	*33%*	*38%*	*28%*	*29%*	*32%*	*31%*	*3%*	*28%*	*45%*	*17%*	*35%* a	*43%* b	*27%*
Don't Know (DO NOT READ OUT)	**5**	-	*	4	4	1	5	-	1	2	2	3	3	3
	3%	*-%*	*2%*	*4%*	*3%*	*2%*	*3%*	*-%*	*1%*	*15%*	*4%*	*2%*	*7%*	*2%*
NET: Satisfied	**126**	35	13	76	77	48	122	3	97	9	25	95	21	105
	62%	*60%*	*62%*	*63%*	*60%*	*65%*	*62%*	*49%*	*68%*	*55%*	*45%*	*68%* a	*57%*	*63%*
NET: Dissatisfied	**22**	9	3	10	14	8	21	1	10	1	11	11	7	15
	11%	*16%*	*12%*	*9%*	*11%*	*10%*	*11%*	*13%*	*7%*	*8%*	*20%* b	*8%*	*19%*	*9%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Very Dissatisfied	**11**	4	2	2	3	2	-	1	-	*	2	-
	5%	*2%*	*37%*	*10%*	*11%*	*10%*	*-%*	*5%*	*-%*	*2%*	*11%*	*-%*
Fairly Dissatisfied	**11**	10	-	1	1	-	-	3	4	*	-	2
	5%	*6%*	*-%*	*3%*	*3%*	*-%*	*-%*	*15%*	*12%*	*2%*	*-%*	*7%*
Neither Satisfied Nor Dissatisfied	**50**	45	*	13	8	5	*	4	6	2	8	5
	25%	*25%*	*3%*	*54%*	*31%*	*22%*	*5%*	*18%*	*16%*	*8%*	*43%*	*20%*
Fairly Satisfied	**65**	62	-	4	7	9	2	2	18	9	3	12
	32%	*35%*	*-%*	*18%*	*26%*	*36%*	*23%*	*10%*	*50%*	*41%*	*15%*	*48%*
Very Satisfied	**61**	53	4	3	6	7	5	12	8	8	6	6
	30%	*30%*	*60%*	*15%*	*24%*	*28%*	*72%*	*52%*	*22%*	*37%*	*31%*	*24%*
Don't Know (DO NOT READ OUT)	**5**	1	-	-	1	1	-	-	*	2	*	*
	3%	*1%*	*-%*	*-%*	*4%*	*5%*	*-%*	*-%*	*1%*	*11%*	*1%*	*2%*
NET: Satisfied	**126**	115	4	8	13	16	7	14	25	17	8	18
	62%	*65%*	*60%*	*33%*	*51%*	*64%*	*95%*	*62%*	*72%*	*78%*	*46%*	*72%*
NET: Dissatisfied	**22**	15	2	3	4	2	-	4	4	1	2	2
	11%	*8%*	*37%*	*13%*	*15%*	*10%*	*-%*	*20%*	*12%*	*3%*	*11%*	*7%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QOP2. SUMMARY. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas ...
Base: All Respondents who use more than one mail service provider

	Areas						
	Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Time of collection	Collection reliability	Latest collection time	Amount / level of lost mail	Price of postage
Significance Level: 95%	a	b	c	d	e	f	g
Unweighted total	215	215	215	215	215	215	215
Weighted total	203	203	203	203	203	203	203
Very Dissatisfied	-	-	2	1	2	7	11
	-%	*-%*	*1%*	**%*	*1%*	*4%*	*5%*
						abd	**abcde**
Fairly Dissatisfied	2	1	2	1	7	5	11
	1%	**%*	*1%*	*1%*	*3%*	*2%*	*5%*
					bd		**abcd**
Neither Satisfied Nor Dissatisfied	29	28	22	16	18	10	50
	14%	*14%*	*11%*	*8%*	*9%*	*5%*	*25%*
	df	**df**	f				**abcdef**
Fairly Satisfied	79	83	68	60	71	47	65
	39%	*41%*	*34%*	*30%*	*35%*	*23%*	*32%*
	df	**df**	f		f		f
Very Satisfied	68	82	93	107	80	126	61
	34%	*40%*	*46%*	*52%*	*39%*	*62%*	*30%*
		g	**ag**	**abeg**	g	**abcdeg**	
Don't Know (DO NOT READ OUT)	25	8	16	18	25	8	5
	12%	*4%*	*8%*	*9%*	*12%*	*4%*	*3%*
	bfg		g	**bfg**	**bfg**		
NET: Satisfied	147	166	162	167	151	173	126
	73%	*82%*	*80%*	*82%*	*74%*	*85%*	*62%*
	g	**ag**	g	**ag**	g	**aeg**	
NET: Dissatisfied	2	1	4	2	9	12	22
	1%	**%*	*2%*	*1%*	*4%*	*6%*	*11%*
					abd	**abcd**	**abcde**

Columns Tested: a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 109

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	215	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	203	14	23	25	16	14	28	26	21	14	8	8	6	181
No Problems	166	12	20	20	13	12	23	23	14	11	7	7	5	148
	82%	85%	86%	79%	79%	89%	82%	90%	66%	81%	84%	82%	82%	82%
Collection reliability	10	*	-	3	*	1	2	-	*	1	1	*	-	8
	5%	1%	-%	11%	1%	11%	8%	-%	1%	9%	11%	6%	-%	5%
Damaged mail / goods	9	1	-	-	*	-	2	-	3	1	*	-	-	9
	5%	11%	-%	-%	1%	-%	9%	-%	17%	9%	5%	-%	-%	5%
Amount of lost mail	8	-	*	-	1	-	3	-	3	-	*	*	*	7
	4%	-%	1%	-%	7%	-%	10%	-%	15%	-%	5%	1%	7%	4%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	*	-	3	1	*	*	-	*	-	1	*	1	5
	4%	3%	-%	11%	8%	2%	1%	-%	2%	-%	11%	5%	10%	3%
Delivery time (when you receive your mail delivery)	3	*	1	*	-	-	-	*	-	-	-	1	-	2
	2%	1%	6%	1%	-%	-%	-%	1%	-%	-%	-%	11%	-%	1%
Wrong postage / shortfall on incoming mail - having to pay	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	1%
Time of collection	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	1%
Lost or late delivery of sent mail	1	-	-	-	*	-	-	-	*	-	-	-	-	1
	*%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	*%
Trustworthiness of the provider	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Accessibility of the sorting office / opening hours	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Account management (if applicable)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%
Latest collection time	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**215**	13	21	14	19	17	17	13	19	19	20	26	17	152
Weighted total	**203**	14	23	25	16	14	28	26	21	14	8	8	6	181
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	-	-	2	-	-	-	-	-	-	-	-	-	2
	1%	-%	-%	*9%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
Other	**4**	1	2	-	*	-	-	-	-	-	*	-	*	3
	2%	*11%*	*7%*	-%	*1%*	-%	-%	-%	-%	-%	*6%*	-%	*2%*	*2%*
Any problem	**34**	2	3	3	3	1	5	3	7	3	1	1	1	31
	17%	*15%*	*14%*	*12%*	*21%*	*11%*	*18%*	*10%*	*34%*	*19%*	*16%*	*18%*	*18%*	*17%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
No Problems	166	5	18	5	9	72	7	47	157	5	2	2	9	89	77
	82%	79%	73%	97%	84%	92%	97%	71%	83%	70%	62%	75%	70%	83%	81%
						bg			e						
Collection reliability	10	-	*	-	1	1	-	7	9	*	*	*	1	6	3
	5%	-%	2%	-%	12%	2%	-%	10%	5%	2%	7%	16%	6%	6%	3%
								e							
Damaged mail / goods	9	-	3	-	-	3	-	3	9	*	*	-	*	3	6
	5%	-%	11%	-%	-%	4%	-%	5%	5%	3%	7%	-%	3%	3%	7%
Amount of lost mail	8	1	2	-	-	1	-	4	8	1	-	-	1	2	6
	4%	21%	9%	-%	-%	1%	-%	6%	4%	8%	-%	-%	5%	2%	6%
			e												
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	-	1	*	*	2	-	3	6	1	*	*	1	4	3
	4%	-%	5%	3%	4%	3%	-%	5%	3%	13%	7%	9%	11%	4%	3%
										a			a		
Delivery time (when you receive your mail delivery)	3	-	*	-	*	-	*	1	2	1	-	*	1	3	*
	2%	-%	1%	-%	4%	-%	3%	1%	1%	7%	-%	7%	6%	2%	*%
										a					
Wrong postage / shortfall on incoming mail - having to pay	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	-%	-%	-%	3%
Time of collection	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	1%	-%
Lost or late delivery of sent mail	1	-	*	-	-	*	-	-	-	*	*	-	1	*	*
	*%	-%	1%	-%	-%	*%	-%	-%	-%	2%	14%	-%	4%	*%	*%
													a		
Trustworthiness of the provider	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Accessibility of the sorting office / opening hours	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	10%	-%	2%	*%	-%
Account management (if applicable)	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	9%	2%	*%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	215	6	38	5	11	72	6	72	143	44	15	13	72	107	108
Weighted total	203	6	25	5	10	79	7	67	190	8	2	3	13	107	96
Latest collection time	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	2%	-%	-%	1%	*%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	1%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	-%	-%	2%	-%
Other	4	-	1	-	-	*	-	3	4	*	-	-	*	2	2
	2%	-%	3%	-%	-%	*%	-%	5%	2%	3%	-%	-%	2%	2%	2%
Any problem	34	1	7	*	2	6	*	17	31	2	1	1	4	16	18
	17%	21%	27%	3%	16%	8%	3%	25%	16%	30%	38%	25%	30%	15%	19%
			e					e		a			a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	*d	*e	*f	*g
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
No Problems	**166**	84	11	16	2	107	59	18	89	59	92	31	18	11	5	2	-
	82%	*83%*	*73%*	*70%*	*62%*	*91%* b	*69%*	*87%*	*92%* c	*69%*	*82%*	*90%*	*85%*	*74%*	*74%*	*65%*	*-%*
Collection reliability	**10**	6	1	2	*	4	6	3	1	6	8	*	-	1	-	1	-
	5%	*6%*	*8%*	*10%*	*17%*	*4%*	*6%*	*13%*	*1%*	*6%*	*7%*	*1%*	*-%*	*5%*	*-%*	*18%*	*-%*
Damaged mail / goods	**9**	6	2	*	-	2	7	-	2	7	5	-	3	-	-	*	-
	5%	*5%*	*11%*	*2%*	*-%*	*2%*	*8%* a	*-%*	*2%*	*8%*	*4%*	*-%*	*12%*	*-%*	*-%*	*5%*	*-%*
Amount of lost mail	**8**	*	1	4	*	2	6	-	2	6	3	3	-	*	*	-	-
	4%	**%*	*4%*	*17%*	*4%*	*2%*	*7%*	*-%*	*2%*	*7%*	*3%*	*8%*	*-%*	*3%*	*4%*	*-%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**7**	5	1	*	*	3	4	3	1	4	5	*	1	*	*	*	-
	4%	*5%*	*6%*	*2%*	*10%*	*3%*	*5%*	*13%*	*1%*	*5%*	*4%*	*1%*	*4%*	*1%*	*8%*	*7%*	*-%*
Delivery time (when you receive your mail delivery)	**3**	2	*	-	-	1	2	-	1	2	2	-	*	-	1	*	-
	2%	*2%*	*3%*	*-%*	*-%*	*1%*	*2%*	*-%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*	*9%*	*6%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**2**	-	-	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Time of collection	**1**	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lost or late delivery of sent mail	**1**	-	*	*	*	*	*	-	*	*	-	-	-	*	-	*	-
	****%***	*-%*	*1%*	*1%*	*7%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*10%*	*-%*
Trustworthiness of the provider	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	****%***	*-%*	*3%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	****%***	*-%*	*3%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*
Account management (if applicable)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*9%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*
Latest collection time	*	-	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	b	***c**	***d**	***e**	***f**	***g**
Unweighted total	**215**	79	18	24	14	103	112	17	86	112	89	38	26	21	18	15	-
Weighted total	**203**	101	14	23	2	117	86	21	96	86	113	35	21	15	6	3	-
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*10%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*-%*
Other	**4**	4	-	-	-	-	4	-	-	4	2	*	-	*	*	-	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*4%* a	*-%*	*-%*	*4%* b	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*
Any problem	**34**	17	4	4	1	10	24	3	7	24	20	3	3	1	2	1	-
	17%	*17%*	*27%*	*19%*	*38%*	*9%*	*28%* a	*13%*	*8%*	*28%* b	*18%*	*10%*	*15%*	*10%*	*26%*	*35%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
No Problems	**166**	105	21	8	5	13	119	47	93	74	-	161	5
	82%	*85%*	*82%*	*47%*	*60%*	*89%*	*89%* b	*67%*	*87%*	*76%*	*-%*	*82%*	*67%*
Collection reliability	**10**	9	1	*	-	-	4	5	4	6	-	10	-
	5%	*7%*	*2%*	*1%*	*-%*	*-%*	*3%*	*8%*	*3%*	*6%*	*-%*	*5%*	*-%*
Damaged mail / goods	**9**	4	-	2	2	1	5	5	5	5	-	9	*
	5%	*3%*	*-%*	*15%*	*21%*	*10%*	*4%*	*6%*	*4%*	*5%*	*-%*	*5%*	*3%*
Amount of lost mail	**8**	3	2	3	-	*	*	8	-	8	-	6	2
	4%	*2%*	*6%*	*19%*	*-%*	*1%*	**%*	*11%* a	*-%*	*9%* a	*-%*	*3%*	*25%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**7**	5	1	1	1	-	2	5	2	6	-	7	*
	4%	*4%*	*2%*	*4%*	*17%*	*-%*	*1%*	*8%* a	*2%*	*6%*	*-%*	*3%*	*5%*
Delivery time (when you receive your mail delivery)	**3**	3	-	*	-	-	2	1	3	*	-	3	-
	2%	*2%*	*-%*	*1%*	*-%*	*-%*	*1%*	*2%*	*3%*	**%*	*-%*	*2%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**2**	-	2	-	-	-	-	2	-	2	-	2	-
	1%	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*3%* a	*-%*	*2%*	*-%*	*1%*	*-%*
Time of collection	**1**	1	-	-	-	-	1	-	1	-	-	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*
Lost or late delivery of sent mail	**1**	*	-	-	-	*	1	-	*	*	-	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Trustworthiness of the provider	*	-	*	-	-	-	-	*	-	*	-	*	-
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	*	-	*	-	-	-	-	*	-	*	-	*	-
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*
Accessibility of the sorting office / opening hours	*	-	*	-	-	-	-	*	-	*	-	-	*
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*3%*
Account management (if applicable)	*	-	-	-	*	-	*	-	*	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*3%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Latest collection time	*	*	-	-	-	-	*	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**215**	123	27	19	13	18	143	72	114	101	-	201	14
Weighted total	**203**	123	25	16	9	14	134	69	107	96	-	196	8
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	2	-	-	2	-	2	-	-	2	-
	1%	*-%*	*-%*	*15%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*
Other	**4**	4	-	-	*	*	1	3	*	3	-	4	-
	2%	*3%*	*-%*	*-%*	*2%*	*1%*	**%*	*5%* a	**%*	*4%*	*-%*	*2%*	*-%*
Any problem	**34**	18	5	6	3	2	12	23	12	23	-	32	3
	17%	*15%*	*18%*	*39%*	*40%*	*11%*	*9%*	*33%* a	*11%*	*24%* a	*-%*	*16%*	*33%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker
Table 109 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
No Problems	**166**	72	29	62	136	102	143	131	53	73	104	95	*	56	94	152	22
	82%	*84%*	*74%*	*85%*	*86%*	*83%*	*84%*	*78%*	*88%*	*74%*	*84%*	*76%*	*100%*	*90%*	*80%*	*82%*	*79%*
					f		f		f					a			
Collection reliability	**10**	7	1	1	4	6	7	9	2	4	6	4	-	6	4	9	*
	5%	*9%*	*3%*	*1%*	*3%*	*5%*	*4%*	*6%*	*3%*	*4%*	*5%*	*3%*	*-%*	*9%*	*3%*	*5%*	*1%*
		c															
Damaged mail / goods	**9**	1	5	3	3	5	6	9	*	9	3	9	-	-	5	7	1
	5%	*1%*	*14%*	*4%*	*2%*	*4%*	*3%*	*6%*	**%*	*9%*	*2%*	*7%*	*-%*	*-%*	*4%*	*4%*	*3%*
			a							**aceg**		c					
Amount of lost mail	**8**	8	*	*	4	2	4	8	*	8	6	8	-	-	7	7	*
	4%	*9%*	**%*	**%*	*2%*	*2%*	*2%*	*5%*	**%*	*8%*	*5%*	*6%*	*-%*	*-%*	*6%*	*4%*	*1%*
		c								**abce**		c					
Delivery consistency / reliability (e.g. arrives as promised consistently)	**7**	4	*	3	3	4	6	7	1	4	4	4	-	3	4	6	2
	4%	*5%*	*1%*	*4%*	*2%*	*4%*	*4%*	*4%*	*2%*	*4%*	*3%*	*3%*	*-%*	*5%*	*3%*	*3%*	*7%*
Delivery time (when you receive your mail delivery)	**3**	*	-	1	2	2	2	3	1	1	2	3	-	*	1	3	*
	2%	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*
Wrong postage / shortfall on incoming mail - having to pay	**2**	-	2	-	2	-	2	2	-	-	2	2	-	-	2	2	-
	1%	*-%*	*6%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*2%*	*1%*	*-%*
			ac														
Time of collection	**1**	1	-	-	1	1	1	1	-	-	1	-	-	1	-	1	-
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*
Lost or late delivery of sent mail	**1**	*	*	-	1	1	1	*	*	*	1	*	-	*	*	1	*
	****%***	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*1%*
Trustworthiness of the provider	*****	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	*****	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	*****	-	*	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	****%***	*-%*	*1%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
Account management (if applicable)	*****	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	****%***	*-%*	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**215**	87	44	81	183	148	194	175	75	99	147	131	1	68	125	198	45
Weighted total	**203**	86	39	74	158	122	171	167	60	98	124	126	*	62	118	186	28
Latest collection time	*	*	-	-	*	*	*	-	*	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	2	-	-	2	2	2	2	2	2	2	-	2	-	-	2	2	2
	1%	-%	-%	3%	1%	2%	1%	1%	4%	2%	-%	2%	-%	-%	2%	1%	8%
									g								b
Other	4	-	*	4	2	3	4	4	*	4	1	4	-	-	4	2	*
	2%	-%	*%	5%	1%	3%	2%	2%	*%	4%	1%	3%	-%	-%	3%	1%	*%
				a													
Any problem	34	14	10	9	19	18	25	34	5	23	20	28	-	6	22	31	4
	17%	16%	26%	12%	12%	15%	15%	20%	8%	23%	16%	22%	-%	10%	18%	17%	13%
								ae		ae		c					

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	215	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	203	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
No Problems	166	113	94	6	3	147	159	143	160	147	162	2	111	154	34	46	110	7
	82%	83%	82%	56%	100%	85%	82%	82%	82%	81%	81%	100%	82%	81%	81%	77%	84%	78%
Collection reliability	10	9	5	1	-	8	10	8	10	10	10	-	7	10	3	3	5	1
	5%	7%	5%	13%	-%	5%	5%	5%	5%	5%	5%	-%	5%	5%	8%	5%	4%	16%
Damaged mail / goods	9	2	5	2	-	6	8	6	8	6	9	-	4	8	*	2	7	*
	5%	2%	4%	15%	-%	4%	4%	4%	4%	4%	5%	-%	3%	4%	1%	3%	5%	2%
Amount of lost mail	8	4	1	*	-	4	8	8	8	8	8	-	5	8	4	5	3	*
	4%	3%	1%	2%	-%	3%	4%	5%	4%	5%	4%	-%	4%	4%	10%	8%	2%	1%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	6	5	1	-	5	7	7	7	7	7	-	6	7	3	1	6	*
	4%	4%	4%	11%	-%	3%	4%	4%	4%	4%	4%	-%	5%	4%	8%	2%	4%	1%
Delivery time (when you receive your mail delivery)	3	3	1	-	-	3	3	3	3	3	3	-	2	3	1	1	1	*
	2%	2%	1%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	1%	2%	1%	2%
Wrong postage / shortfall on incoming mail - having to pay	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	1%	-%	2%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	4%	-%	-%
																b		
Time of collection	1	1	-	-	-	1	1	-	1	1	1	-	1	1	-	-	-	1
	1%	1%	-%	-%	-%	1%	1%	-%	1%	1%	1%	-%	1%	1%	-%	-%	-%	14%
Lost or late delivery of sent mail	1	1	*	-	-	1	1	1	1	1	1	-	1	1	*	-	*	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	2%
Trustworthiness of the provider	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Accessibility of the sorting office / opening hours	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	3%
Account management (if applicable)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	*%	*%	*%	2%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	-%
Latest collection time	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**215**	145	133	14	3	175	209	192	210	190	210	1	147	204	55	54	145	14
Weighted total	**203**	136	115	11	3	173	194	176	196	180	198	2	136	189	42	60	131	9
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	1%	2%	2%	-%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	2%	-%
Other	**4**	2	2	*	-	4	4	4	4	4	4	-	4	4	*	2	2	-
	2%	2%	2%	1%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	1%	4%	1%	-%
Any problem	**34**	20	18	5	-	24	33	30	33	31	34	-	22	33	8	14	19	2
	17%	15%	16%	44%	-%	14%	17%	17%	17%	17%	17%	-%	16%	18%	19%	23%	14%	22%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
No Problems	**166**	38	17	106	105	62	160	6	122	9	43	118	-	166
	82%	*66%*	*79%*	*89%* a	*81%*	*83%*	*81%*	*94%*	*85%*	*55%*	*77%*	*85%*	*-%*	*100%* a
Collection reliability	**10**	5	1	4	7	3	10	-	8	-	2	8	10	-
	5%	*9%*	*4%*	*3%*	*5%*	*4%*	*5%*	*-%*	*6%*	*-%*	*3%*	*6%*	*26%* b	*-%*
Damaged mail / goods	**9**	5	2	2	4	5	9	*	7	*	4	5	9	-
	5%	*8%* c	*11%*	*2%*	*3%*	*7%*	*4%*	*6%*	*5%*	*1%*	*8%*	*3%*	*25%* b	*-%*
Amount of lost mail	**8**	5	1	2	7	1	8	-	3	3	1	5	8	-
	4%	*8%*	*6%*	*2%*	*5%*	*2%*	*4%*	*-%*	*2%*	*18%*	*2%*	*4%*	*22%* b	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**7**	2	*	5	4	4	7	-	5	-	1	6	7	-
	4%	*4%*	*2%*	*4%*	*3%*	*5%*	*4%*	*-%*	*3%*	*-%*	*1%*	*4%*	*19%* b	*-%*
Delivery time (when you receive your mail delivery)	**3**	2	-	1	1	2	3	-	3	-	*	3	3	-
	2%	*3%*	*-%*	*1%*	*1%*	*3%*	*2%*	*-%*	*2%*	*-%*	*1%*	*2%*	*8%* b	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**2**	2	-	-	2	-	2	-	2	-	2	-	2	-
	1%	*4%* c	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*2%*	*-%*	*4%* b	*-%*	*7%* b	*-%*
Time of collection	**1**	1	-	-	1	-	1	-	1	-	-	1	1	-
	1%	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*3%* b	*-%*
Lost or late delivery of sent mail	**1**	*	*	*	*	*	1	-	*	*	*	*	1	-
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*%*	*%*	*1%*	*-%*
Trustworthiness of the provider	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	%	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	%	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*-%*
Accessibility of the sorting office / opening hours	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	%	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	**215**	58	24	130	144	71	207	8	147	13	52	149	45	170
Weighted total	**203**	58	22	119	129	74	196	7	143	16	56	140	37	166
Account management (if applicable)	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	**%*	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	*1%*	-%
Latest collection time	*	-	*	-	*	-	*	-	*	-	-	*	*	-
	**%*	-%	*1%*	-%	*%	-%	*%	-%	*%	-%	-%	*%	*1%*	-%
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	-	-	2	2	-	2	-	-	2	2	-	2	-
	1%	-%	-%	*2%*	*2%*	-%	*1%*	-%	-%	*15%*	*4%* b	-%	*6%* b	-%
Other	**4**	3	*	*	2	1	4	-	2	2	-	4	4	-
	2%	*6%* c	*2%*	**%*	*2%*	*2%*	*2%*	-%	*2%*	*11%*	-%	*3%*	*10%* b	-%
Any problem	**34**	20	4	11	22	12	34	*	22	5	10	21	34	-
	17%	*34%* c	*21%*	*9%*	*17%*	*17%*	*17%*	*6%*	*15%*	*30%*	*19%*	*15%*	*94%* b	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
No Problems	**166**	156	-	18	23	21	5	19	31	17	15	17
	82%	*89%*	*-%*	*78%*	*94%*	*83%*	*66%*	*86%*	*88%*	*77%*	*86%*	*66%*
Collection reliability	**10**	3	3	1	*	-	-	3	*	*	1	4
	5%	*1%*	*40%*	*4%*	*1%*	*-%*	*-%*	*12%*	*1%*	*2%*	*7%*	*15%*
Damaged mail / goods	**9**	4	4	2	*	2	*	-	2	1	1	*
	5%	*2%*	*60%*	*7%*	*1%*	*10%*	*3%*	*-%*	*5%*	*7%*	*7%*	*2%*
Amount of lost mail	**8**	5	2	-	*	2	*	-	2	*	-	4
	4%	*3%*	*37%*	*-%*	*1%*	*7%*	*6%*	*-%*	*5%*	*2%*	*-%*	*15%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**7**	3	-	1	1	-	*	3	1	*	-	1
	4%	*2%*	*-%*	*3%*	*3%*	*-%*	*3%*	*12%*	*3%*	*2%*	*-%*	*6%*
Delivery time (when you receive your mail delivery)	**3**	1	-	-	*	-	-	*	*	1	-	1
	2%	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*3%*	*-%*	*6%*
Wrong postage / shortfall on incoming mail - having to pay	**2**	2	-	2	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Time of collection	**1**	-	-	-	-	-	-	-	-	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*
Lost or late delivery of sent mail	**1**	*	*	-	*	*	-	-	-	*	-	-
	****%***	**%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Trustworthiness of the provider	*	-	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	*	*	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Account management (if applicable)	*	*	-	-	-	-	-	-	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Latest collection time	*	-	*	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	b	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**215**	188	4	29	35	21	12	16	38	23	15	26
Weighted total	**203**	175	6	23	25	25	7	22	35	22	18	25
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	-	-	-	-	-	-	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*
Other	**4**	2	1	*	*	-	2	-	-	1	-	-
	2%	*1%*	*23%*	*2%*	*1%*	*-%*	*25%*	*-%*	*-%*	*7%*	*-%*	*-%*
Any problem	**34**	19	6	5	2	4	2	3	4	3	2	9
	17%	*11%*	*100%*	*22%*	*6%*	*17%*	*34%*	*14%*	*12%*	*13%*	*14%*	*34%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 110

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	45	4	3	3	7	2	3	2	7	3	3	4	4	34
Weighted total	37	2	3	5	3	1	5	3	7	3	1	1	1	33
Collection reliability	10	*	-	3	*	1	2	-	*	1	1	*	-	8
	26%	9%	-%	50%	5%	100%	46%	-%	3%	46%	68%	33%	-%	25%
Damaged mail / goods	9	1	-	-	*	-	2	-	3	1	*	-	-	9
	25%	73%	-%	-%	5%	-%	47%	-%	50%	46%	32%	-%	-%	27%
Amount of lost mail	8	-	*	-	1	-	3	-	3	-	*	*	*	7
	22%	-%	5%	-%	36%	-%	53%	-%	45%	-%	32%	7%	39%	22%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	*	-	3	1	*	*	-	*	-	1	*	1	5
	19%	18%	-%	50%	37%	16%	7%	-%	5%	-%	68%	30%	52%	16%
Delivery time (when you receive your mail delivery)	3	*	1	*	-	-	-	*	-	-	-	1	-	2
	8%	9%	45%	7%	-%	-%	-%	7%	-%	-%	-%	60%	-%	7%
Wrong postage / shortfall on incoming mail - having to pay	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	7%	-%	-%	-%	-%	-%	-%	93%	-%	-%	-%	-%	-%	7%
Time of collection	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	46%	-%	-%	-%	4%
Lost or late delivery of sent mail	1	-	-	-	*	-	-	-	*	-	-	-	-	1
	1%	-%	-%	-%	10%	-%	-%	-%	3%	-%	-%	-%	-%	2%
Trustworthiness of the provider	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	-%	-%	-%
Accessibility of the sorting office / opening hours	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Account management (if applicable)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	1%
Latest collection time	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	1%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**45**	4	3	3	7	2	3	2	7	3	3	4	4	34
Weighted total	**37**	2	3	5	3	1	5	3	7	3	1	1	1	33
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	-	-	2	-	-	-	-	-	-	-	-	-	2
	6%	-%	-%	*44%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*
Other	**4**	1	2	-	*	-	-	-	-	-	*	-	*	3
	10%	*73%*	*50%*	-%	*5%*	-%	-%	-%	-%	-%	*35%*	-%	*9%*	*10%*
Any problem	**34**	2	3	3	3	1	5	3	7	3	1	1	1	31
	94%	*100%*	*100%*	*56%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	45	1	12	1	2	10	1	17	25	12	5	3	20	25	20
Weighted total	37	1	7	*	2	6	*	19	33	2	1	1	4	19	18
Collection reliability	10	-	*	-	1	1	-	7	9	*	*	*	1	6	3
	26%	-%	7%	-%	74%	20%	-%	35%	27%	8%	19%	66%	20%	35%	18%
Damaged mail / goods	9	-	3	-	-	3	-	3	9	*	*	-	*	3	6
	25%	-%	42%	-%	-%	51%	-%	16%	27%	9%	19%	-%	10%	15%	35%
Amount of lost mail	8	1	2	-	-	1	-	4	8	1	-	-	1	2	6
	22%	100%	33%	-%	-%	8%	-%	22%	23%	27%	-%	-%	16%	11%	33%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	-	1	*	*	2	-	3	6	1	*	*	1	4	3
	19%	-%	19%	100%	26%	33%	-%	17%	17%	45%	18%	36%	37%	21%	18%
Delivery time (when you receive your mail delivery)	3	-	*	-	*	-	*	1	2	1	-	*	1	3	*
	8%	-%	6%	-%	26%	-%	100%	3%	7%	23%	-%	29%	19%	14%	2%
Wrong postage / shortfall on incoming mail - having to pay	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	7%	-%	-%	-%	-%	-%	-%	13%	7%	-%	-%	-%	-%	-%	13%
Time of collection	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	6%	4%	-%	-%	-%	-%	7%	-%
Lost or late delivery of sent mail	1	-	*	-	-	*	-	-	-	*	*	-	1	*	*
	1%	-%	5%	-%	-%	3%	-%	-%	-%	8%	38%	-%	14%	2%	1%
Trustworthiness of the provider	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	1%	-%	-%	-%	-%	7%	-%	-%	1%	-%	-%	-%	-%	-%	2%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	1%	-%	-%	-%	-%	7%	-%	-%	1%	-%	-%	-%	-%	-%	2%
Accessibility of the sorting office / opening hours	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	25%	-%	6%	1%	-%
Account management (if applicable)	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	1%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	34%	6%	1%	-%
Latest collection time	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	1%	-%	-%	-%	-%	3%	-%	-%	-%	8%	-%	-%	5%	1%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	**45**	1	12	1	2	10	1	17	25	12	5	3	20	25	20
Weighted total	**37**	1	7	*	2	6	*	19	33	2	1	1	4	19	18
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*7%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*
Other	**4**	-	1	-	-	*	-	3	4	*	-	-	*	2	2
	10%	*-%*	*10%*	*-%*	*-%*	*1%*	*-%*	*16%*	*11%*	*12%*	*-%*	*-%*	*7%*	*12%*	*9%*
Any problem	**34**	1	7	*	2	6	*	17	31	2	1	1	4	16	18
	94%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*88%*	*93%*	*100%*	*100%*	*100%*	*100%*	*87%*	*100%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	45	14	7	7	5	10	35	1	9	35	15	3	5	6	7	6	-
Weighted total	37	17	4	7	1	10	27	3	7	27	20	3	3	4	2	1	-
Collection reliability	10	6	1	2	*	4	6	3	1	6	8	*	-	1	-	1	-
	26%	34%	29%	34%	45%	41%	21%	100%	19%	21%	39%	14%	-%	17%	-%	51%	-%
Damaged mail / goods	9	6	2	*	-	2	7	-	2	7	5	-	3	-	-	*	-
	25%	33%	43%	5%	-%	21%	27%	-%	28%	27%	24%	-%	79%	-%	-%	15%	-%
Amount of lost mail	8	*	1	4	*	2	6	-	2	6	3	3	-	*	*	-	-
	22%	3%	16%	56%	12%	22%	22%	-%	30%	22%	15%	86%	-%	11%	17%	-%	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	5	1	*	*	3	4	3	1	4	5	*	1	*	*	*	-
	19%	29%	24%	7%	26%	32%	15%	100%	7%	15%	23%	14%	28%	4%	29%	20%	-%
Delivery time (when you receive your mail delivery)	3	2	*	-	-	1	2	-	1	2	2	-	*	-	1	*	-
	8%	12%	11%	-%	-%	15%	6%	-%	20%	6%	9%	-%	13%	-%	34%	16%	-%
Wrong postage / shortfall on incoming mail - having to pay	2	-	-	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	9%	-%	-%	9%	12%	-%	-%	-%	-%	-%	-%
Time of collection	1	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	3%	7%	-%	-%	-%	-%	5%	-%	-%	5%	6%	-%	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	1	-	*	*	*	*	*	-	*	*	-	-	-	*	-	*	-
	1%	-%	5%	3%	19%	2%	1%	-%	3%	1%	-%	-%	-%	5%	-%	30%	-%
Trustworthiness of the provider	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	1%	-%	11%	-%	-%	-%	2%	-%	-%	2%	2%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	1%	-%	11%	-%	-%	-%	2%	-%	-%	2%	2%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	20%	-%
Account management (if applicable)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	-%	24%	-%	1%	-%	-%	1%	-%	-%	-%	-%	14%	-%	-%
Latest collection time	*	-	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	1%	-%	5%	-%	-%	2%	-%	-%	3%	-%	-%	-%	-%	5%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**45**	14	7	7	5	10	35	1	9	35	15	3	5	6	7	6	-
Weighted total	**37**	17	4	7	1	10	27	3	7	27	20	3	3	4	2	1	-
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**2**	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	6%	-%	-%	*34%*	-%	-%	*9%*	-%	-%	*9%*	-%	-%	-%	*62%*	-%	-%	-%
Other	**4**	4	-	-	-	-	4	-	-	4	2	*	-	*	*	-	-
	10%	*22%*	-%	-%	-%	-%	*14%*	-%	-%	*14%*	*8%*	*14%*	-%	*5%*	*6%*	-%	-%
Any problem	**34**	17	4	4	1	10	24	3	7	24	20	3	3	1	2	1	-
	94%	*100%*	*100%*	*66%*	*100%*	*100%*	*91%*	*100%*	*100%*	*91%*	*100%*	*100%*	*100%*	*38%*	*100%*	*100%*	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 110 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	45	22	6	7	5	4	25	20	18	27	-	40	5
Weighted total	37	18	5	9	3	2	14	23	14	23	-	34	3
Collection reliability	10	9	1	*	-	-	4	5	4	6	-	10	-
	26%	49%	13%	2%	-%	-%	30%	24%	25%	27%	-%	28%	-%
Damaged mail / goods	9	4	-	2	2	1	5	5	5	5	-	9	*
	25%	20%	-%	28%	53%	87%	33%	20%	32%	21%	-%	26%	8%
Amount of lost mail	8	3	2	3	-	*	*	8	-	8	-	6	2
	22%	16%	36%	36%	-%	7%	2%	35%	-%	36%	-%	18%	75%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	5	1	1	1	-	2	5	2	6	-	7	*
	19%	25%	13%	7%	41%	-%	13%	23%	11%	25%	-%	20%	16%
Delivery time (when you receive your mail delivery)	3	3	-	*	-	-	2	1	3	*	-	3	-
	8%	16%	-%	2%	-%	-%	11%	7%	20%	1%	-%	9%	-%
Wrong postage / shortfall on incoming mail - having to pay	2	-	2	-	-	-	-	2	-	2	-	2	-
	7%	-%	52%	-%	-%	-%	-%	11%	-%	11%	-%	7%	-%
Time of collection	1	1	-	-	-	-	1	-	1	-	-	1	-
	3%	7%	-%	-%	-%	-%	9%	-%	9%	-%	-%	4%	-%
Lost or late delivery of sent mail	1	*	-	-	-	*	1	-	*	*	-	1	-
	1%	2%	-%	-%	-%	11%	4%	-%	3%	1%	-%	2%	-%
Trustworthiness of the provider	*	-	*	-	-	-	-	*	-	*	-	*	-
	1%	-%	9%	-%	-%	-%	-%	2%	-%	2%	-%	1%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	*	-	-	-	-	*	-	*	-	*	-
	1%	-%	9%	-%	-%	-%	-%	2%	-%	2%	-%	1%	-%
Accessibility of the sorting office / opening hours	*	-	*	-	-	-	-	*	-	*	-	-	*
	1%	-%	5%	-%	-%	-%	-%	1%	-%	1%	-%	-%	9%
Account management (if applicable)	*	-	-	-	*	-	*	-	*	-	-	*	-
	1%	-%	-%	-%	6%	-%	2%	-%	2%	-%	-%	1%	-%
Latest collection time	*	*	-	-	-	-	*	-	*	-	-	*	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	**45**	22	6	7	5	4	25	20	18	27	-	40	5
Weighted total	**37**	18	5	9	3	2	14	23	14	23	-	34	3
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	2	-	-	2	-	2	-	-	2	-
	6%	*-%*	*-%*	*27%*	*-%*	*-%*	*17%*	*-%*	*17%*	*-%*	*-%*	*7%*	*-%*
Other	**4**	4	-	-	*	*	1	3	*	3	-	4	-
	10%	*20%*	*-%*	*-%*	*5%*	*6%*	*4%*	*15%*	*3%*	*15%*	*-%*	*11%*	*-%*
Any problem	**34**	18	5	6	3	2	12	23	12	23	-	32	3
	94%	*100%*	*100%*	*73%*	*100%*	*100%*	*83%*	*100%*	*83%*	*100%*	*-%*	*93%*	*100%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	f	g	a	*b	*c	a	b	*c
Unweighted total	**45**	16	12	16	33	31	37	43	16	30	31	36	-	8	30	41	14
Weighted total	**37**	14	10	11	22	21	27	36	7	25	20	30	-	6	24	33	6
Collection reliability	**10**	7	1	1	4	6	7	9	2	4	6	4	-	6	4	9	*
	26%	*53%*	*12%*	*10%*	*19%*	*29%*	*25%*	*26%*	*29%*	*16%*	*31%*	*13%*	*-%*	*93%*	*17%*	*28%*	*7%*
Damaged mail / goods	**9**	1	5	3	3	5	6	9	*	9	3	9	-	-	5	7	1
	25%	*5%*	*54%*	*28%*	*15%*	*27%*	*22%*	*25%*	*2%*	*35%*	*14%*	*30%*	*-%*	*-%*	*22%*	*20%*	*13%*
Amount of lost mail	**8**	8	*	*	4	2	4	8	*	8	6	8	-	-	7	7	*
	22%	*57%*	*2%*	*1%*	*16%*	*9%*	*13%*	*21%*	*4%*	*31%* b	*32%* b	*26%*	*-%*	*-%*	*30%*	*22%*	*5%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**7**	4	*	3	3	4	6	7	1	4	4	4	-	3	4	6	2
	19%	*28%*	*3%*	*27%*	*16%*	*22%*	*23%*	*20%*	*14%*	*16%*	*20%*	*14%*	*-%*	*47%*	*16%*	*19%*	*33%*
Delivery time (when you receive your mail delivery)	**3**	*	-	1	2	2	2	3	1	1	2	3	-	*	1	3	*
	8%	*3%*	*-%*	*10%*	*7%*	*8%*	*6%*	*8%*	*17%*	*3%*	*8%*	*9%*	*-%*	*6%*	*4%*	*9%*	*6%*
Wrong postage / shortfall on incoming mail - having to pay	**2**	-	2	-	2	-	2	2	-	-	2	2	-	-	2	2	-
	7%	*-%*	*24%*	*-%*	*11%*	*-%*	*9%*	*7%*	*-%*	*-%*	*12%* b	*8%*	*-%*	*-%*	*10%*	*7%*	*-%*
Time of collection	**1**	1	-	-	1	1	1	1	-	-	1	-	-	1	-	1	-
	3%	*9%*	*-%*	*-%*	*6%*	*6%*	*5%*	*3%*	*-%*	*-%*	*6%*	*-%*	*-%*	*20%*	*-%*	*4%*	*-%*
Lost or late delivery of sent mail	**1**	*	*	-	1	1	1	*	*	*	1	*	-	*	*	1	*
	1%	*3%*	*2%*	*-%*	*2%*	*3%*	*2%*	*1%*	*5%*	*1%*	*3%*	*1%*	*-%*	*3%*	*1%*	*2%*	*3%*
Trustworthiness of the provider	*	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	*	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	*	-	*	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	1%	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*4%*	*1%*	*1%*	*-%*
Account management (if applicable)	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	1%	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*4%*
Latest collection time	*	*	-	-	*	*	*	-	*	-	*	-	-	*	-	*	-
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*3%*	*-%*	*1%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	f	g	a	*b	*c	a	b	*c
Unweighted total	**45**	16	12	16	33	31	37	43	16	30	31	36	-	8	30	41	14
Weighted total	**37**	14	10	11	22	21	27	36	7	25	20	30	-	6	24	33	6
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
No Problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**2**	-	-	2	2	2	2	2	2	2	-	2	-	-	2	2	2
	6%	*-%*	*-%*	*21%*	*11%*	*11%*	*9%*	*7%*	*33%*	*9%*	*-%*	*8%*	*-%*	*-%*	*10%*	*7%*	*39%*
Other	**4**	-	*	4	2	3	4	4	*	4	1	4	-	-	4	2	*
	10%	*-%*	*2%*	*33%*	*11%*	*16%*	*14%*	*11%*	*4%*	*15%*	*3%*	*13%*	*-%*	*-%*	*16%*	*7%*	*2%*
Any problem	**34**	14	10	9	19	18	25	34	5	23	20	28	-	6	22	31	4
	94%	*100%*	*100%*	*79%*	*89%*	*89%*	*91%*	*93%*	*67%*	*91%*	*100%*	*92%*	*-%*	*100%*	*90%*	*93%*	*61%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker
Table 110 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	*c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	45	30	25	7	-	29	44	41	44	41	45	-	32	44	15	13	26	6
Weighted total	37	23	21	5	-	27	36	33	36	33	37	-	25	36	8	14	21	2
Collection reliability	10	9	5	1	-	8	10	8	10	10	10	-	7	10	3	3	5	1
	26%	41%	25%	30%	-%	30%	27%	26%	27%	29%	26%	-%	30%	27%	39%	22%	25%	70%
Damaged mail / goods	9	2	5	2	-	6	8	6	8	6	9	-	4	8	*	2	7	*
	25%	10%	22%	34%	-%	23%	22%	19%	22%	19%	25%	-%	16%	22%	5%	13%	34%	9%
Amount of lost mail	8	4	1	*	-	4	8	8	8	8	8	-	5	8	4	5	3	*
	22%	19%	7%	4%	-%	16%	23%	25%	23%	25%	22%	-%	21%	23%	51%	37%	15%	5%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	6	5	1	-	5	7	7	7	7	7	-	6	7	3	1	6	*
	19%	24%	24%	26%	-%	19%	20%	21%	20%	21%	19%	-%	26%	20%	42%	10%	27%	5%
Delivery time (when you receive your mail delivery)	3	3	1	-	-	3	3	3	3	3	3	-	2	3	1	1	1	*
	8%	14%	5%	-%	-%	12%	9%	9%	9%	8%	8%	-%	10%	9%	8%	11%	7%	9%
Wrong postage / shortfall on incoming mail - having to pay	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	7%	-%	12%	-%	-%	9%	7%	7%	7%	7%	7%	-%	-%	7%	-%	17%	-%	-%
Time of collection	1	1	-	-	-	1	1	-	1	1	1	-	1	1	-	-	-	1
	3%	5%	-%	-%	-%	5%	3%	-%	3%	4%	3%	-%	5%	3%	-%	-%	-%	60%
Lost or late delivery of sent mail	1	1	*	-	-	1	1	1	1	1	1	-	1	1	*	-	*	*
	1%	2%	2%	-%	-%	2%	2%	2%	2%	2%	1%	-%	2%	2%	4%	-%	2%	9%
Trustworthiness of the provider	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	2%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	2%	-%
Accessibility of the sorting office / opening hours	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	-%	11%
Account management (if applicable)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	1%	1%	1%	5%	-%	-%	1%	1%	1%	1%	1%	-%	1%	1%	3%	-%	1%	-%
Latest collection time	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	1%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	*c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	45	30	25	7	-	29	44	41	44	41	45	-	32	44	15	13	26	6
Weighted total	37	23	21	5	-	27	36	33	36	33	37	-	25	36	8	14	21	2
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	6%	10%	11%	-%	-%	9%	7%	7%	7%	7%	6%	-%	10%	7%	-%	-%	11%	-%
Other	4	2	2	*	-	4	4	4	4	4	4	-	4	4	*	2	2	-
	10%	11%	8%	2%	-%	14%	11%	12%	11%	12%	10%	-%	15%	11%	6%	16%	8%	-%
Any problem	34	20	18	5	-	24	33	30	33	31	34	-	22	33	8	14	19	2
	94%	90%	89%	100%	-%	91%	93%	93%	93%	93%	94%	-%	90%	93%	100%	100%	89%	100%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker
Table 110 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	a	*b
Unweighted total	45	21	5	19	33	12	44	1	26	5	14	26	45	-
Weighted total	37	20	4	13	25	12	36	*	22	7	13	21	37	-
Collection reliability	10	5	1	4	7	3	10	-	8	-	2	8	10	-
	26%	27%	19%	28%	27%	24%	27%	-%	37%	-%	12%	38%	26%	-%
Damaged mail / goods	9	5	2	2	4	5	9	*	7	*	4	5	9	-
	25%	24%	54%	16%	16%	43%	24%	100%	33%	2%	33%	22%	25%	-%
Amount of lost mail	8	5	1	2	7	1	8	-	3	3	1	5	8	-
	22%	23%	27%	19%	27%	12%	23%	-%	15%	41%	10%	23%	22%	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	2	*	5	4	4	7	-	5	-	1	6	7	-
	19%	11%	11%	35%	15%	29%	20%	-%	22%	-%	6%	28%	19%	-%
Delivery time (when you receive your mail delivery)	3	2	-	1	1	2	3	-	3	-	*	3	3	-
	8%	10%	-%	9%	5%	16%	8%	-%	12%	-%	3%	13%	8%	-%
Wrong postage / shortfall on incoming mail - having to pay	2	2	-	-	2	-	2	-	2	-	2	-	2	-
	7%	12%	-%	-%	10%	-%	7%	-%	11%	-%	19%	-%	7%	-%
Time of collection	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	3%	6%	-%	-%	5%	-%	3%	-%	6%	-%	-%	6%	3%	-%
Lost or late delivery of sent mail	1	*	*	*	*	*	1	-	*	*	*	*	1	-
	1%	1%	4%	1%	1%	3%	1%	-%	2%	2%	1%	2%	1%	-%
Trustworthiness of the provider	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	1%	2%	-%	-%	2%	-%	1%	-%	2%	-%	-%	2%	1%	-%
Wrong mail delivered / our mail delivered elsewhere	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	1%	2%	-%	-%	2%	-%	1%	-%	2%	-%	-%	2%	1%	-%
Accessibility of the sorting office / opening hours	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	1%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	1%	-%
Account management (if applicable)	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	1%	-%	-%	2%	-%	2%	1%	-%	1%	-%	-%	1%	1%	-%
Latest collection time	*	-	*	-	*	-	*	-	*	-	-	*	*	-
	1%	-%	4%	-%	1%	-%	1%	-%	1%	-%	-%	1%	1%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Produced by OLR
OFC1885
Issue date: 18/01/16

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	a	*b
Unweighted total	45	21	5	19	33	12	44	1	26	5	14	26	45	-
Weighted total	37	20	4	13	25	12	36	*	22	7	13	21	37	-
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	2	-	-	2	2	-	2	-	-	2	2	-	2	-
	6%	-%	-%	18%	10%	-%	6%	-%	-%	34%	18%	-%	6%	-%
Other	4	3	*	*	2	1	4	-	2	2	-	4	4	-
	10%	16%	11%	1%	10%	12%	11%	-%	10%	23%	-%	18%	10%	-%
Any problem	34	20	4	11	22	12	34	*	22	5	10	21	34	-
	94%	100%	100%	82%	90%	100%	94%	100%	100%	66%	82%	100%	94%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	45	29	4	5	8	3	4	2	6	7	2	8
Weighted total	37	19	6	5	2	4	2	3	4	5	2	9
Collection reliability	10	3	3	1	*	-	-	3	*	*	1	4
	26%	13%	40%	18%	11%	-%	-%	86%	10%	7%	50%	45%
Damaged mail / goods	9	4	4	2	*	2	*	-	2	1	1	*
	25%	20%	60%	32%	11%	57%	8%	-%	40%	29%	50%	5%
Amount of lost mail	8	5	2	-	*	2	*	-	2	*	-	4
	22%	26%	37%	-%	10%	39%	18%	-%	40%	7%	-%	46%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	3	-	1	1	-	*	3	1	*	-	1
	19%	16%	-%	12%	46%	-%	8%	86%	26%	7%	-%	17%
Delivery time (when you receive your mail delivery)	3	1	-	-	*	-	-	*	*	1	-	1
	8%	4%	-%	-%	11%	-%	-%	14%	10%	11%	-%	17%
Wrong postage / shortfall on incoming mail - having to pay	2	2	-	2	-	-	-	-	-	-	-	-
	7%	12%	-%	46%	-%	-%	-%	-%	-%	-%	-%	-%
Time of collection	1	-	-	-	-	-	-	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%
Lost or late delivery of sent mail	1	*	*	-	*	*	-	-	-	*	-	-
	1%	2%	3%	-%	11%	4%	-%	-%	-%	4%	-%	-%
Trustworthiness of the provider	*	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	*	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Accessibility of the sorting office / opening hours	*	*	-	-	-	-	-	-	-	*	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Account management (if applicable)	*	*	-	-	-	-	-	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Latest collection time	*	-	*	-	-	-	-	-	-	*	-	-
	1%	-%	3%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c - a,b,c - a,b,c												

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider. Excluding those with no problems

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	45	29	4	5	8	3	4	2	6	7	2	8
Weighted total	37	19	6	5	2	4	2	3	4	5	2	9
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	2	-	-	-	-	-	-	-	-	2	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	46%	-%	-%
Other	4	2	1	*	*	-	2	-	-	1	-	-
	10%	12%	23%	9%	11%	-%	73%	-%	-%	29%	-%	-%
Any problem	34	19	6	5	2	4	2	3	4	3	2	9
	94%	100%	100%	100%	100%	100%	100%	100%	100%	54%	100%	100%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	1	-	1	1	-	3	1	1	2	-	-	2	10
Weighted total	14	2	-	2	*	-	5	2	*	1	-	-	1	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	-	-	-	*	-	-	-	*	*
	5%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	81%	2%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%
Fairly Satisfied	4	2	-	-	*	-	2	-	-	-	-	-	-	4
	31%	100%	-%	-%	100%	-%	48%	-%	-%	-%	-%	-%	-%	32%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	-	2	-	-	2	2	-	1	-	-	-	8
	62%	-%	-%	100%	-%	-%	49%	100%	-%	100%	-%	-%	-%	65%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	2	-	-	*	-	3	-	-	-	-	-	-	4
	32%	100%	-%	-%	100%	-%	51%	-%	-%	-%	-%	-%	-%	33%
NET: Dissatisfied	1	-	-	-	-	-	-	-	*	-	-	-	*	*
	5%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	81%	2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	12	-	6	-	-	4	-	2	7	2	2	1	5	4	8
Weighted total	14	-	5	-	-	4	-	5	13	*	*	*	1	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	*	-	-	*	-	-	*	*	-	-	*	*	*
	5%	-%	4%	-%	-%	11%	-%	-%	4%	65%	-%	-%	24%	3%	6%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	1%	-%	2%	-%	-%	-%	-%	-%	-%	35%	-%	-%	13%	-%	1%
Fairly Satisfied	4	-	2	-	-	-	-	2	4	-	*	-	*	-	4
	31%	-%	39%	-%	-%	-%	-%	50%	31%	-%	50%	-%	21%	-%	56%
Very Satisfied	*	-	-	-	-	*	-	-	-	-	-	*	*	-	*
	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	100%	22%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	3	-	-	4	-	2	8	-	*	-	*	6	3
	62%	-%	54%	-%	-%	85%	-%	50%	65%	-%	50%	-%	21%	97%	34%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	2	-	-	*	-	2	4	-	*	*	*	-	4
	32%	-%	39%	-%	-%	4%	-%	50%	31%	-%	50%	100%	43%	-%	58%
NET: Dissatisfied	1	-	*	-	-	*	-	-	*	*	-	-	*	*	*
	5%	-%	4%	-%	-%	11%	-%	-%	4%	65%	-%	-%	24%	3%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	2	1	4	3	2	10	-	2	10	4	-	2	3	1	2	-
Weighted total	14	4	*	7	*	3	11	-	3	11	8	-	*	5	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	*	*	-	-	1	-	-	1	-	-	*	-	*	-	-
	5%	-%	100%	3%	-%	-%	6%	-%	-%	6%	-%	-%	65%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	*	-	-	-	-
	1%	-%	-%	-%	24%	-%	1%	-%	-%	1%	-%	-%	35%	-%	-%	-%	-%
Fairly Satisfied	4	-	-	2	*	2	3	-	2	3	4	-	-	-	-	*	-
	31%	-%	-%	32%	38%	58%	23%	-%	58%	23%	53%	-%	-%	-%	-%	49%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	51%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	4	-	5	*	1	7	-	1	7	4	-	-	5	-	-	-
	62%	100%	-%	65%	38%	42%	68%	-%	42%	68%	47%	-%	-%	100%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	-	2	*	2	3	-	2	3	4	-	-	-	-	*	-
	32%	-%	-%	32%	38%	58%	25%	-%	58%	25%	53%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	1	-	*	*	-	-	1	-	-	1	-	-	*	-	*	-	-
	5%	-%	100%	3%	-%	-%	6%	-%	-%	6%	-%	-%	65%	-%	100%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	12	4	1	3	2	2	6	6	4	8	-	11	1
Weighted total	14	5	*	5	*	3	6	8	3	10	-	13	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	*	*	-	*	*	*	*	-	*	*
	5%	-%	-%	9%	52%	-%	8%	3%	15%	2%	-%	4%	100%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	*	-	*	-	*	-
	1%	-%	100%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%
Fairly Satisfied	4	4	-	-	-	-	2	2	*	4	-	4	-
	31%	78%	-%	-%	-%	-%	30%	31%	5%	38%	-%	31%	-%
Very Satisfied	*	-	-	-	*	-	*	-	*	-	-	*	-
	1%	-%	-%	-%	48%	-%	3%	-%	6%	-%	-%	1%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	1	-	5	-	3	4	5	2	6	-	8	-
	62%	22%	-%	91%	-%	100%	59%	65%	74%	59%	-%	63%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	4	-	-	*	-	2	2	*	4	-	4	-
	32%	78%	-%	-%	48%	-%	33%	31%	11%	38%	-%	33%	-%
NET: Dissatisfied	1	-	-	*	*	-	*	*	*	*	-	*	*
	5%	-%	-%	9%	52%	-%	8%	3%	15%	2%	-%	4%	100%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	12	6	2	4	11	10	11	12	5	9	8	11	-	1	10	12	6
Weighted total	14	4	4	5	11	10	11	14	6	9	5	13	-	*	11	14	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	*	-	*	1	1	1	1	*	1	1	1	-	-	1	1	*
	5%	5%	-%	9%	6%	7%	6%	5%	8%	7%	13%	5%	-%	-%	6%	5%	5%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	-	*	*	*	-	-	-	*	*
	1%	3%	-%	-%	1%	1%	1%	1%	-%	1%	2%	1%	-%	-%	-%	1%	3%
Fairly Satisfied	4	3	2	-	2	2	2	4	-	3	4	4	-	-	4	4	-
	31%	60%	41%	-%	16%	18%	16%	31%	-%	27%	79%	31%	-%	-%	38%	31%	-%
Very Satisfied	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	*
	1%	-%	-%	3%	2%	2%	2%	1%	3%	-%	3%	-%	-%	100%	2%	1%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	1	2	5	8	7	8	8	5	6	*	8	-	-	6	8	4
	62%	33%	59%	88%	75%	72%	75%	62%	88%	65%	3%	63%	-%	-%	55%	62%	88%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	2	*	2	2	2	4	*	3	4	4	-	*	4	4	*
	32%	60%	41%	3%	18%	20%	18%	32%	3%	27%	82%	31%	-%	100%	39%	32%	4%
NET: Dissatisfied	1	*	-	*	1	1	1	1	*	1	1	1	-	-	1	1	*
	5%	5%	-%	9%	6%	7%	6%	5%	8%	7%	13%	5%	-%	-%	6%	5%	5%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)
Base: All of the respondents who have contacted DHL with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	12	10	7	-	-	11	12	12	12	12	12	-	8	11	8	4	8	-
Weighted total	14	13	7	-	-	13	14	14	14	14	14	-	8	11	5	3	10	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	*	-	-	*	1	1	1	1	1	-	*	1	1	1	-	-
	5%	-%	7%	-%	-%	4%	5%	5%	5%	5%	5%	-%	2%	6%	14%	21%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	1%	1%	2%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	-%
Fairly Satisfied	4	4	-	-	-	4	4	4	4	4	4	-	2	4	3	2	2	-
	31%	32%	-%	-%	-%	31%	31%	31%	31%	31%	31%	-%	22%	37%	52%	74%	18%	-%
Very Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	1%	1%	3%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	2%	4%	-%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	8	6	-	-	8	8	8	8	8	8	-	6	6	1	*	8	-
	62%	65%	89%	-%	-%	63%	62%	62%	62%	62%	62%	-%	74%	54%	28%	5%	80%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	4	*	-	-	4	4	4	4	4	4	-	2	4	3	2	2	-
	32%	34%	3%	-%	-%	33%	32%	32%	32%	32%	32%	-%	22%	39%	56%	74%	19%	-%
NET: Dissatisfied	1	-	*	-	-	*	1	1	1	1	1	-	*	1	1	1	-	-
	5%	-%	7%	-%	-%	4%	5%	5%	5%	5%	5%	-%	2%	6%	14%	21%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	12	3	-	8	8	4	11	1	6	2	5	6	5	7
Weighted total	14	3	-	9	7	7	13	*	5	5	8	5	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	*	-	*	1	-	1	-	-	-	*	-	1	-
	5%	7%	-%	6%	10%	-%	5%	-%	-%	-%	6%	-%	12%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	1%	-%	-%	1%	2%	-%	1%	-%	2%	-%	-%	2%	-%	1%
Fairly Satisfied	4	2	-	2	2	2	4	-	3	-	2	3	3	2
	31%	86%	-%	21%	33%	28%	31%	-%	47%	-%	21%	47%	46%	20%
Very Satisfied	*	-	-	*	*	-	-	*	*	-	-	*	-	*
	1%	-%	-%	2%	3%	-%	-%	100%	3%	-%	-%	3%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	*	-	6	4	5	8	-	3	5	6	3	2	6
	62%	6%	-%	70%	53%	72%	63%	-%	48%	100%	74%	48%	42%	76%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	2	-	2	3	2	4	*	3	-	2	3	3	2
	32%	86%	-%	24%	36%	28%	31%	100%	50%	-%	21%	50%	46%	23%
NET: Dissatisfied	1	*	-	*	1	-	1	-	-	-	*	-	1	-
	5%	7%	-%	6%	10%	-%	5%	-%	-%	-%	6%	-%	12%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	12	7	1	2	3	2	1	1	1	1	1
Weighted total	14	8	2	3	2	*	*	1	2	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	*	-	-	*	-	*	-	-	-	-
	5%	6%	-%	-%	20%	-%	100%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	2	-	2	*	-	-	-	-	2
	31%	22%	100%	-%	72%	49%	-%	-%	-%	-%	100%
Very Satisfied	*	*	-	-	-	*	-	-	-	-	-
	1%	2%	-%	-%	-%	51%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	6	-	2	*	-	-	1	2	2	-
	62%	71%	-%	96%	8%	-%	-%	100%	100%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	2	2	-	2	*	-	-	-	-	2
	32%	24%	100%	-%	72%	100%	-%	-%	-%	-%	100%
NET: Dissatisfied	1	*	-	-	*	-	*	-	-	-	-
	5%	6%	-%	-%	20%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	1	1	-	2	1	1	2	3	1	-	-	2	12
Weighted total	9	*	*	-	*	*	3	3	1	1	-	-	1	8
Very Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	81%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	3%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	1	-	*	-	*	-	-	-	*	-	-	-	-	1
	6%	-%	100%	-%	50%	-%	-%	-%	31%	-%	-%	-%	-%	6%
Fairly Satisfied	3	*	-	-	-	-	-	2	*	-	-	-	-	3
	32%	100%	-%	-%	-%	-%	-%	93%	31%	-%	-%	-%	-%	35%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	-	-	*	-	3	*	-	1	-	-	-	4
	50%	-%	-%	-%	50%	-%	100%	7%	-%	100%	-%	-%	-%	54%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	37%	-%	-%	-%	-%	3%
NET: Satisfied	3	*	-	-	-	-	-	2	*	-	-	-	*	3
	34%	100%	-%	-%	-%	-%	-%	93%	31%	-%	-%	-%	19%	35%
NET: Dissatisfied	1	-	-	-	-	*	-	-	-	-	-	-	*	*
	8%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	81%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	5	-	-	2	1	6	4	6	3	1	10	9	5
Weighted total	9	-	1	-	-	3	1	3	7	1	1	*	2	5	3
Very Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	6%	-%	39%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	14%
Fairly Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	3%	-%	-%	-%	-%	-%	-%	7%	-%	21%	-%	-%	13%	-%	6%
Neither Satisfied Nor Dissatisfied	1	-	*	-	-	*	-	*	-	*	*	-	1	1	-
	6%	-%	14%	-%	-%	6%	-%	5%	-%	16%	66%	-%	29%	10%	-%
Fairly Satisfied	3	-	*	-	-	-	-	3	2	*	-	-	*	*	3
	32%	-%	16%	-%	-%	-%	-%	79%	35%	34%	-%	-%	21%	3%	75%
Very Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	3%	-%	10%	-%	-%	6%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	*	-	-	3	1	*	4	-	*	*	*	4	*
	50%	-%	14%	-%	-%	94%	100%	6%	58%	-%	34%	100%	20%	80%	5%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	2%	-%	16%	-%	-%	-%	-%	-%	-%	19%	-%	-%	11%	4%	-%
NET: Satisfied	3	-	*	-	-	-	-	3	2	*	-	-	*	*	3
	34%	-%	16%	-%	-%	-%	-%	82%	35%	45%	-%	-%	27%	5%	75%
NET: Dissatisfied	1	-	*	-	-	-	-	*	*	*	-	-	*	-	1
	8%	-%	39%	-%	-%	-%	-%	7%	7%	21%	-%	-%	13%	-%	20%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	14	1	1	5	2	4	10	-	4	10	2	3	4	1	1	2	-
Weighted total	9	3	*	1	*	2	7	-	2	7	5	1	2	*	*	*	-
Very Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	6%	-%	-%	42%	-%	-%	7%	-%	-%	7%	-%	57%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	13%	-%	-%	13%	-%	-%	-%	13%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	*	*	*	*	-	*	*	-	-	-	*	*	*	-
	6%	-%	100%	15%	50%	10%	5%	-%	10%	5%	-%	-%	-%	100%	100%	50%	-%
Fairly Satisfied	3	-	-	*	-	*	3	-	*	3	2	*	-	-	-	-	-
	32%	-%	-%	15%	-%	10%	38%	-%	10%	38%	47%	20%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	1%	-%	-%	10%	-%	-%	2%	-%	-%	2%	-%	-%	6%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	3	-	-	*	1	3	-	1	3	3	*	1	-	-	*	-
	50%	100%	-%	-%	50%	68%	45%	-%	68%	45%	53%	22%	69%	-%	-%	50%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	-%	-%	18%	-%	-%	3%	-%	-%	3%	-%	-%	12%	-%	-%	-%	-%
NET: Satisfied	3	-	-	*	-	*	3	-	*	3	2	*	*	-	-	-	-
	34%	-%	-%	25%	-%	10%	40%	-%	10%	40%	47%	20%	6%	-%	-%	-%	-%
NET: Dissatisfied	1	-	-	*	-	*	*	-	*	*	-	*	*	-	-	-	-
	8%	-%	-%	42%	-%	13%	7%	-%	13%	7%	-%	57%	13%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	14	7	4	2	1	-	7	7	5	9	-	11	3
Weighted total	9	5	3	1	*	-	2	6	2	7	-	8	1
Very Dissatisfied	*	-	-	*	-	-	-	*	-	*	-	-	*
	6%	-%	-%	81%	-%	-%	-%	7%	-%	7%	-%	-%	54%
Fairly Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	3%	5%	-%	-%	-%	-%	10%	-%	11%	-%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	1	*	*	-	-	-	*	*	*	*	-	1	-
	6%	3%	12%	-%	-%	-%	15%	3%	9%	5%	-%	7%	-%
Fairly Satisfied	3	*	2	-	-	-	*	3	*	3	-	3	*
	32%	8%	82%	-%	-%	-%	8%	41%	9%	39%	-%	33%	23%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	1%	-%	-%	19%	-%	-%	5%	-%	-%	2%	-%	1%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	*	-	-	-	1	3	1	3	-	4	-
	50%	84%	6%	-%	-%	-%	62%	46%	71%	44%	-%	56%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	*	-	-	*	-	*	-	-	*
	2%	-%	-%	-%	100%	-%	-%	3%	-%	3%	-%	-%	23%
NET: Satisfied	3	*	2	*	-	-	*	3	*	3	-	3	*
	34%	8%	82%	19%	-%	-%	12%	41%	9%	41%	-%	35%	23%
NET: Dissatisfied	1	*	-	*	-	-	*	*	*	*	-	*	*
	8%	5%	-%	81%	-%	-%	10%	7%	11%	7%	-%	3%	54%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	14	7	5	2	12	10	12	10	5	7	10	12	-	2	10	13	6
Weighted total	9	4	4	*	6	3	6	4	2	1	5	7	-	1	5	6	1
Very Dissatisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	6%	12%	-%	-%	8%	16%	8%	11%	-%	32%	-%	7%	-%	-%	9%	8%	36%
Fairly Dissatisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	-	-	*	-
	3%	-%	-%	56%	4%	-%	4%	-%	12%	-%	-%	3%	-%	-%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	*	1	1	1	1	*	1	1	1	-	-	*	1	*
	6%	-%	8%	44%	9%	17%	9%	12%	18%	35%	10%	7%	-%	-%	6%	9%	26%
Fairly Satisfied	3	*	2	-	3	*	3	3	-	-	3	3	-	-	3	3	*
	32%	9%	59%	-%	45%	6%	45%	61%	-%	-%	52%	39%	-%	-%	52%	47%	15%
Very Satisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	-	*	*
	1%	-%	3%	-%	2%	4%	2%	3%	6%	7%	2%	2%	-%	-%	-%	2%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	3	1	-	2	2	2	*	1	*	2	3	-	1	2	2	-
	50%	75%	30%	-%	28%	52%	28%	8%	64%	12%	32%	40%	-%	100%	29%	27%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	2%	5%	-%	-%	4%	7%	4%	5%	-%	14%	4%	3%	-%	-%	4%	3%	15%
NET: Satisfied	3	*	3	-	3	*	3	3	*	*	3	3	-	-	3	3	*
	34%	9%	62%	-%	47%	9%	47%	64%	6%	7%	54%	40%	-%	-%	52%	49%	23%
NET: Dissatisfied	1	*	-	*	1	*	1	*	*	*	-	1	-	-	*	1	*
	8%	12%	-%	56%	12%	16%	12%	11%	12%	32%	-%	10%	-%	-%	9%	12%	36%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	14	9	7	2	-	8	14	13	14	12	14	-	9	14	7	6	6	2
Weighted total	9	3	4	*	-	7	9	8	9	8	9	-	6	9	2	6	2	*
Very Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	6%	-%	-%	-%	-%	-%	6%	6%	6%	6%	6%	-%	9%	6%	31%	8%	-%	-%
Fairly Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	3%	9%	5%	-%	-%	3%	3%	3%	3%	3%	3%	-%	4%	3%	-%	-%	10%	-%
Neither Satisfied Nor Dissatisfied	1	1	*	*	-	*	1	1	1	*	1	-	*	1	*	*	*	-
	6%	20%	8%	100%	-%	2%	6%	6%	6%	4%	6%	-%	3%	6%	12%	6%	8%	-%
Fairly Satisfied	3	*	2	-	-	2	3	3	3	3	3	-	*	3	*	2	*	*
	32%	7%	54%	-%	-%	34%	32%	31%	32%	32%	32%	-%	4%	32%	13%	39%	9%	61%
Very Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	*	-	-	*
	1%	4%	2%	-%	-%	2%	1%	1%	1%	1%	1%	-%	-%	1%	7%	-%	-%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	1	-	-	4	4	4	4	4	4	-	4	4	*	3	2	-
	50%	61%	31%	-%	-%	60%	50%	51%	50%	52%	50%	-%	77%	50%	24%	44%	73%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	2%	-%	-%	-%	-%	-%	2%	2%	2%	2%	2%	-%	4%	2%	13%	3%	-%	-%
NET: Satisfied	3	*	3	-	-	3	3	3	3	3	3	-	*	3	*	2	*	*
	34%	11%	56%	-%	-%	35%	34%	32%	34%	33%	34%	-%	4%	34%	20%	39%	9%	100%
NET: Dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	1	1	*	*	*	-
	8%	9%	5%	-%	-%	3%	8%	8%	8%	8%	8%	-%	13%	8%	31%	8%	10%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	6	3	5	12	2	14	-	9	-	4	7	8	6
Weighted total	9	7	1	1	8	*	9	-	7	-	3	5	4	5
Very Dissatisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	6%	-%	57%	-%	6%	-%	6%	-%	-%	-%	-%	-%	-%	10%
Fairly Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	-	*
	3%	-%	-%	24%	3%	-%	3%	-%	3%	-%	8%	-%	-%	4%
Neither Satisfied Nor Dissatisfied	1	*	*	*	1	-	1	-	*	-	*	*	1	-
	6%	2%	21%	18%	6%	-%	6%	-%	5%	-%	6%	7%	14%	-%
Fairly Satisfied	3	2	-	*	3	*	3	-	2	-	2	*	3	*
	32%	35%	-%	39%	31%	53%	32%	-%	33%	-%	83%	4%	72%	3%
Very Satisfied	*	*	-	-	*	-	*	-	*	-	*	-	*	-
	1%	2%	-%	-%	1%	-%	1%	-%	1%	-%	4%	-%	3%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	*	*	4	*	4	-	4	-	-	4	*	4
	50%	58%	22%	19%	50%	47%	50%	-%	58%	-%	-%	89%	5%	83%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	2%	3%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	6%	-%
NET: Satisfied	3	3	-	*	3	*	3	-	3	-	3	*	3	*
	34%	37%	-%	39%	33%	53%	34%	-%	34%	-%	86%	4%	75%	3%
NET: Dissatisfied	1	-	*	*	1	-	1	-	*	-	*	-	-	1
	8%	-%	57%	24%	9%	-%	8%	-%	3%	-%	8%	-%	-%	14%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	14	12	-	3	4	2	1	2	2
Weighted total	9	8	-	3	1	*	*	4	*
Very Dissatisfied	*	*	-	-	*	-	-	-	-
	6%	6%	-%	-%	51%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	-	*
	3%	3%	-%	-%	-%	-%	-%	-%	53%
Neither Satisfied Nor Dissatisfied	1	*	-	*	*	-	-	-	-
	6%	4%	-%	6%	37%	-%	-%	-%	-%
Fairly Satisfied	3	3	-	3	-	-	-	-	*
	32%	34%	-%	94%	-%	-%	-%	-%	47%
Very Satisfied	*	*	-	-	*	-	-	-	-
	1%	1%	-%	-%	12%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	-	-	*	-	4	-
	50%	52%	-%	-%	-%	100%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Satisfied	3	3	-	3	*	-	-	-	*
	34%	35%	-%	94%	12%	-%	-%	-%	47%
NET: Dissatisfied	1	1	-	-	*	-	-	-	*
	8%	9%	-%	-%	51%	-%	-%	-%	53%

Columns Tested: a,b - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 113

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	-	1	1	-	1	-	-	1	3
Weighted total	1	-	-	-	-	-	*	*	-	*	-	-	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	*	*	-	-	-	-	-	1
	51%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	76%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	16%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	24%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	4	-	3	-	-	1	-	-	1	2	-	1	3	1	3
Weighted total	1	-	1	-	-	*	-	-	*	1	-	*	1	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	-	-	*	-	-	-	1	-	-	1	-	1
	51%	-%	34%	-%	-%	100%	-%	-%	-%	100%	-%	-%	76%	-%	60%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	33%	-%	45%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	16%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	100%	24%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	33%	-%	45%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	40%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	-	-	2	1	1	3	-	1	3	1	1	-	-	1	-	-
Weighted total	1	-	-	1	*	*	1	-	*	1	*	*	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	*	-	*	*	-	*	*	*	-	-	-	-	-	-
	51%	-%	-%	43%	-%	100%	34%	-%	100%	34%	100%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	33%	-%	-%	57%	-%	-%	45%	-%	-%	45%	-%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	16%	-%	-%	-%	100%	-%	21%	-%	-%	21%	-%	-%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	33%	-%	-%	57%	-%	-%	45%	-%	-%	45%	-%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	4	1	-	1	1	1	1	3	1	3	-	3	1
Weighted total	1	*	-	*	*	*	*	1	*	1	-	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	-	-	*	-	1	-	1	-	1	-
	51%	100%	-%	-%	-%	100%	-%	60%	-%	60%	-%	76%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	-	*	-	*	-	-	*
	33%	-%	-%	100%	-%	-%	-%	40%	-%	40%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	*	-	*	-	-	*	-
	16%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	24%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	-	*	-	*	-	-	*
	33%	-%	-%	100%	-%	-%	-%	40%	-%	40%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	1	2	2	2	4	1	3	2	4	-	-	3	2	2
Weighted total	1	1	*	*	1	1	1	1	*	1	1	1	-	-	1	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	*	-	-	-	1	-	1	*	1	-	-	*	-	-
	51%	43%	-%	100%	-%	-%	-%	51%	-%	60%	62%	51%	-%	-%	34%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	33%	57%	-%	-%	68%	68%	68%	33%	-%	40%	-%	33%	-%	-%	45%	68%	68%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	16%	-%	100%	-%	32%	32%	32%	16%	100%	-%	38%	16%	-%	-%	21%	32%	32%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	33%	57%	-%	-%	68%	68%	68%	33%	-%	40%	-%	33%	-%	-%	45%	68%	68%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	4	1	1	1	-	2	4	4	4	4	4	-	4	4	4	2	2	-
Weighted total	1	*	*	*	-	1	1	1	1	1	1	-	1	1	1	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	1	1	1	1	1	-	1	1	1	*	*	-
	51%	-%	-%	-%	-%	100%	51%	51%	51%	51%	51%	-%	51%	51%	51%	43%	62%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	33%	-%	-%	-%	-%	-%	33%	33%	33%	33%	33%	-%	33%	33%	33%	57%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	16%	100%	100%	100%	-%	-%	16%	16%	16%	16%	16%	-%	16%	16%	16%	-%	38%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	33%	-%	-%	-%	-%	-%	33%	33%	33%	33%	33%	-%	33%	33%	33%	57%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	4	1	1	2	3	1	4	-	3	-	-	3	2	2
Weighted total	1	*	*	1	1	*	1	-	1	-	-	1	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	*	1	-	1	-	1	-	-	1	*	*
	51%	100%	-%	62%	60%	-%	51%	-%	76%	-%	-%	76%	62%	43%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	33%	-%	100%	-%	40%	-%	33%	-%	-%	-%	-%	-%	-%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	16%	-%	-%	38%	-%	100%	16%	-%	24%	-%	-%	24%	38%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	33%	-%	100%	-%	40%	-%	33%	-%	-%	-%	-%	-%	-%	57%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

		Satisfaction with other main provider		Month	Month	Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b
Unweighted total	4	3	-	1	1	1	1
Weighted total	1	1	-	*	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	-	-	*	*
	51%	34%	-%	-%	-%	100%	100%
Fairly Satisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	-	-	-
	33%	45%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	-	-
	16%	21%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	-	-
	33%	45%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	20	1	-	-	2	1	3	1	1	3	2	4	2	12
Weighted total	18	2	-	-	2	*	5	2	2	2	1	1	1	15
Very Dissatisfied	3	-	-	-	-	-	2	-	-	-	-	*	-	2
	14%	-%	-%	-%	-%	-%	49%	-%	-%	-%	-%	9%	-%	16%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	*	-	*	-	2
	11%	-%	-%	-%	-%	-%	-%	-%	100%	14%	-%	9%	-%	13%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	-	-	-	1	-	2	-	-	-	-	-	*	4
	23%	-%	-%	-%	50%	-%	48%	-%	-%	-%	-%	-%	52%	24%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	2	-	-	1	*	-	2	-	*	1	*	*	6
	42%	100%	-%	-%	50%	100%	-%	100%	-%	11%	100%	41%	48%	38%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	1	-	*	-	1
	9%	-%	-%	-%	-%	-%	-%	-%	-%	75%	-%	41%	-%	8%
NET: Satisfied	4	-	-	-	1	-	3	-	-	-	-	-	*	4
	24%	-%	-%	-%	50%	-%	51%	-%	-%	-%	-%	-%	52%	25%
NET: Dissatisfied	4	-	-	-	-	-	2	-	2	*	-	*	-	4
	25%	-%	-%	-%	-%	-%	49%	-%	100%	14%	-%	19%	-%	29%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	20	-	7	-	-	10	-	3	14	2	1	3	6	8	12
Weighted total	18	-	7	-	-	7	-	3	17	*	*	1	1	9	9
Very Dissatisfied	3	-	3	-	-	-	-	-	2	*	-	-	*	2	*
	14%	-%	34%	-%	-%	-%	-%	-%	14%	50%	-%	-%	10%	26%	1%
Fairly Dissatisfied	2	-	2	-	-	*	-	-	2	*	-	*	*	*	2
	11%	-%	25%	-%	-%	1%	-%	-%	10%	50%	-%	35%	32%	2%	20%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	-	*	-	-	1	-	2	4	-	-	-	-	1	3
	23%	-%	6%	-%	-%	17%	-%	77%	24%	-%	-%	-%	-%	14%	32%
Very Satisfied	*	-	-	-	-	*	-	-	-	-	-	*	*	-	*
	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	29%	18%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	-	3	-	-	4	-	1	7	-	*	*	*	5	2
	42%	-%	34%	-%	-%	57%	-%	23%	42%	-%	100%	37%	40%	57%	26%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	9%	-%	-%	-%	-%	23%	-%	-%	10%	-%	-%	-%	-%	-%	19%
NET: Satisfied	4	-	*	-	-	1	-	2	4	-	-	*	*	1	3
	24%	-%	6%	-%	-%	19%	-%	77%	24%	-%	-%	29%	18%	14%	34%
NET: Dissatisfied	4	-	4	-	-	*	-	-	4	*	-	*	*	3	2
	25%	-%	59%	-%	-%	1%	-%	-%	24%	100%	-%	35%	42%	29%	21%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**20**	7	2	4	3	3	17	-	3	17	5	6	1	3	2	3	-
Weighted total	**18**	10	1	3	1	3	15	-	3	15	8	4	2	2	*	1	-
Very Dissatisfied	**3**	2	-	*	-	-	3	-	-	3	-	*	2	-	-	-	-
	14%	*25%*	*-%*	*3%*	*-%*	*-%*	*16%*	*-%*	*-%*	*16%*	*-%*	*2%*	*100%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	-	-	-	*	2	*	-	2	*	-	2	-	-	*	-	-
	11%	*-%*	*-%*	*-%*	*65%*	*65%*	*2%*	*-%*	*65%*	*2%*	*-%*	*38%*	*-%*	*-%*	*100%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**4**	-	-	3	-	-	4	-	-	4	2	2	-	-	-	-	-
	23%	*-%*	*-%*	*89%*	*-%*	*-%*	*27%*	*-%*	*-%*	*27%*	*29%*	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**7**	6	*	*	*	1	7	-	1	7	6	1	-	*	-	1	-
	42%	*63%*	*48%*	*7%*	*35%*	*35%*	*43%*	*-%*	*35%*	*43%*	*71%*	*21%*	*-%*	*9%*	*-%*	*79%*	*-%*
Don't Know / (DO NOT READ OUT)	**2**	1	*	-	-	-	2	-	-	2	-	-	-	2	-	-	-
	9%	*12%*	*52%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*91%*	*-%*	*-%*	*-%*
NET: Satisfied	**4**	-	-	3	-	-	4	-	-	4	2	2	-	-	-	*	-
	24%	*-%*	*-%*	*89%*	*-%*	*-%*	*28%*	*-%*	*-%*	*28%*	*29%*	*39%*	*-%*	*-%*	*-%*	*21%*	*-%*
NET: Dissatisfied	**4**	2	-	*	*	2	3	-	2	3	-	2	2	-	*	-	-
	25%	*25%*	*-%*	*3%*	*65%*	*65%*	*18%*	*-%*	*65%*	*18%*	*-%*	*40%*	*100%*	*-%*	*100%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**20**	3	3	7	3	4	10	10	6	14	-	19	1
Weighted total	**18**	3	2	8	2	2	5	13	3	15	-	17	*
Very Dissatisfied	**3**	-	-	3	-	-	-	3	-	3	-	3	-
	14%	-%	-%	*30%*	-%	-%	-%	*19%*	-%	*17%*	-%	*14%*	-%
Fairly Dissatisfied	**2**	-	-	2	*	*	*	2	*	2	-	2	-
	11%	-%	-%	*20%*	*14%*	*4%*	*7%*	*13%*	*8%*	*12%*	-%	*11%*	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**4**	2	1	*	-	-	1	3	-	4	-	4	*
	23%	*72%*	*58%*	*6%*	-%	-%	*25%*	*22%*	-%	*27%*	-%	*21%*	*100%*
Very Satisfied	*	-	-	-	*	-	*	-	*	-	-	*	-
	1%	-%	-%	-%	*11%*	-%	*4%*	-%	*7%*	-%	-%	*1%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**7**	*	1	3	1	2	2	6	1	6	-	7	-
	42%	*13%*	*42%*	*31%*	*75%*	*96%*	*32%*	*46%*	*42%*	*42%*	-%	*43%*	-%
Don't Know / (DO NOT READ OUT)	**2**	*	-	1	-	-	2	-	1	*	-	2	-
	9%	*14%*	-%	*14%*	-%	-%	*33%*	-%	*43%*	*3%*	-%	*10%*	-%
NET: Satisfied	**4**	2	1	*	*	-	1	3	*	4	-	4	*
	24%	*72%*	*58%*	*6%*	*11%*	-%	*28%*	*22%*	*7%*	*27%*	-%	*22%*	*100%*
NET: Dissatisfied	**4**	-	-	4	*	*	*	4	*	4	-	4	-
	25%	-%	-%	*49%*	*14%*	*4%*	*7%*	*32%*	*8%*	*28%*	-%	*26%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	20	8	2	10	17	13	17	20	8	17	13	19	-	1	15	18	10
Weighted total	18	7	3	8	13	9	13	18	2	17	11	18	-	*	12	16	5
Very Dissatisfied	3	*	2	-	3	3	3	3	-	3	2	3	-	-	-	3	*
	14%	2%	92%	-%	19%	28%	19%	14%	-%	15%	21%	14%	-%	-%	-%	16%	2%
Fairly Dissatisfied	2	2	*	*	2	*	2	2	*	2	2	2	-	-	2	2	*
	11%	24%	8%	1%	15%	4%	15%	11%	14%	10%	18%	11%	-%	-%	16%	13%	7%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	4	-	-	2	*	2	4	-	4	4	4	-	-	3	4	*
	23%	59%	-%	-%	13%	5%	13%	23%	-%	24%	32%	23%	-%	-%	23%	26%	10%
Very Satisfied	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	*
	1%	-%	-%	2%	1%	2%	1%	1%	8%	-%	2%	-%	-%	100%	1%	1%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	1	-	7	5	4	5	7	1	7	3	7	-	-	7	5	2
	42%	9%	-%	82%	40%	47%	40%	42%	57%	41%	27%	42%	-%	-%	56%	34%	50%
Don't Know / (DO NOT READ OUT)	2	*	-	1	2	1	2	2	*	2	-	2	-	-	*	2	1
	9%	7%	-%	14%	12%	14%	12%	9%	21%	10%	-%	9%	-%	-%	4%	11%	26%
NET: Satisfied	4	4	-	*	2	1	2	4	*	4	4	4	-	*	3	4	1
	24%	59%	-%	2%	14%	7%	14%	24%	8%	24%	34%	23%	-%	100%	24%	27%	14%
NET: Dissatisfied	4	2	3	*	4	3	4	4	*	4	4	4	-	-	2	4	*
	25%	26%	100%	1%	33%	32%	33%	25%	14%	25%	39%	25%	-%	-%	16%	28%	9%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	20	13	14	3	-	14	20	19	20	20	20	-	15	19	10	6	13	1
Weighted total	18	12	11	2	-	15	18	16	18	18	18	-	11	16	7	6	12	*
Very Dissatisfied	3	-	3	*	-	2	3	3	3	3	3	-	-	3	*	-	3	-
	14%	-%	23%	7%	-%	16%	14%	15%	14%	14%	14%	-%	-%	16%	2%	-%	21%	-%
Fairly Dissatisfied	2	2	*	*	-	2	2	2	2	2	2	-	2	2	*	-	2	*
	11%	16%	3%	14%	-%	11%	11%	12%	11%	11%	11%	-%	18%	13%	3%	-%	15%	100%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	4	1	-	-	4	4	4	4	4	4	-	2	4	3	3	1	-
	23%	31%	11%	-%	-%	23%	23%	25%	23%	23%	23%	-%	15%	26%	43%	51%	10%	-%
Very Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	1%	2%	2%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	3%	-%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	5	5	1	-	6	7	6	7	7	7	-	6	5	2	3	5	-
	42%	47%	45%	79%	-%	38%	42%	36%	42%	42%	42%	-%	52%	33%	31%	49%	39%	-%
Don't Know / (DO NOT READ OUT)	2	*	2	-	-	2	2	2	2	2	2	-	2	2	1	-	2	-
	9%	4%	15%	-%	-%	11%	9%	10%	9%	9%	9%	-%	15%	11%	18%	-%	14%	-%
NET: Satisfied	4	4	1	-	-	4	4	4	4	4	4	-	2	4	3	3	1	-
	24%	33%	13%	-%	-%	25%	24%	26%	24%	24%	24%	-%	15%	27%	45%	51%	12%	-%
NET: Dissatisfied	4	2	3	*	-	4	4	4	4	4	4	-	2	4	*	-	4	*
	25%	16%	26%	21%	-%	26%	25%	28%	25%	25%	25%	-%	18%	29%	5%	-%	36%	100%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	20	6	5	9	14	6	19	1	14	2	7	12	8	12
Weighted total	18	6	5	7	10	8	18	*	12	4	8	9	9	9
Very Dissatisfied	3	-	2	*	*	2	3	-	3	-	2	*	2	*
	14%	-%	46%	2%	1%	29%	14%	-%	22%	-%	30%	1%	27%	1%
Fairly Dissatisfied	2	*	-	2	2	*	2	-	*	2	*	2	2	-
	11%	2%	-%	26%	18%	3%	11%	-%	2%	41%	1%	20%	22%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	*	1	4	-	4	-	4	-	1	2	2	2
	23%	43%	9%	17%	42%	-%	23%	-%	31%	-%	15%	25%	27%	19%
Very Satisfied	*	-	-	*	*	-	-	*	*	-	-	*	-	*
	1%	-%	-%	3%	2%	-%	-%	100%	2%	-%	-%	2%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	2	2	3	3	4	7	-	3	2	3	4	2	6
	42%	33%	45%	46%	31%	54%	42%	-%	29%	59%	38%	47%	19%	64%
Don't Know / (DO NOT READ OUT)	2	1	-	*	*	1	2	-	2	-	1	*	*	1
	9%	22%	-%	7%	5%	15%	9%	-%	14%	-%	15%	5%	5%	13%
NET: Satisfied	4	2	*	1	4	-	4	*	4	-	1	3	2	2
	24%	43%	9%	20%	44%	-%	23%	100%	33%	-%	15%	27%	27%	21%
NET: Dissatisfied	4	*	2	2	2	3	4	-	3	2	3	2	4	*
	25%	2%	46%	28%	20%	31%	25%	-%	24%	41%	31%	21%	49%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

		Satisfaction with other main provider		Month			Month	Month	
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Jun	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*a	*b
Unweighted total	20	15	2	1	5	3	4	3	4
Weighted total	18	12	5	*	3	4	2	4	4
Very Dissatisfied	3	*	2	-	-	2	-	*	-
	14%	1%	50%	-%	-%	57%	-%	3%	-%
Fairly Dissatisfied	2	2	-	-	-	2	*	-	*
	11%	15%	-%	-%	-%	39%	10%	-%	3%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	2	-	*	-	-	1	2
	23%	14%	50%	-%	15%	-%	-%	33%	60%
Very Satisfied	*	*	-	-	-	*	-	-	-
	1%	1%	-%	-%	-%	4%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	7	-	-	3	-	1	2	1
	42%	55%	-%	-%	85%	-%	38%	64%	37%
Don't Know / (DO NOT READ OUT)	2	2	-	*	-	-	1	-	-
	9%	14%	-%	100%	-%	-%	53%	-%	-%
NET: Satisfied	4	2	2	-	*	*	-	1	2
	24%	15%	50%	-%	15%	4%	-%	33%	60%
NET: Dissatisfied	4	2	2	-	-	4	*	*	*
	25%	16%	50%	-%	-%	96%	10%	3%	3%

Columns Tested: a,b - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	8	1	-	-	1	-	1	-	1	1	2	-	1	5
Weighted total	6	1	-	-	*	-	2	-	*	1	1	-	*	5
Very Dissatisfied	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	3%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	-	-	-	-	-	-	-	1	-	-	-	3
	42%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	50%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*	-	-	-	-	-	-	-	*	*
	4%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	2	-	-	-	*	-	-	2
	44%	-%	-%	-%	-%	-%	100%	-%	-%	-%	50%	-%	-%	43%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	-	-	-	-	-	-	*	*
	4%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	3%
NET: Dissatisfied	1	-	-	-	-	-	-	-	*	-	*	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	100%	-%	50%	-%	-%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	8	-	1	-	-	4	-	3	5	3	-	-	3	3	5
Weighted total	6	-	*	-	-	2	-	4	6	*	-	-	*	2	5
Very Dissatisfied	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	3%	-%	-%	-%	-%	10%	-%	-%	-%	41%	-%	-%	41%	12%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	7%	-%	-%	-%	-%	22%	-%	-%	7%	-%	-%	-%	-%	-%	9%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	1	-	1	3	-	-	-	-	1	1
	42%	-%	-%	-%	-%	63%	-%	35%	46%	-%	-%	-%	-%	81%	30%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	*	-	-	-	*	-	-	*	*	*
	4%	-%	100%	-%	-%	5%	-%	-%	-%	59%	-%	-%	59%	6%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	3	3	-	-	-	-	-	3
	44%	-%	-%	-%	-%	-%	-%	65%	47%	-%	-%	-%	-%	-%	57%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	*	-	-	-	*	-	-	*	*	*
	4%	-%	100%	-%	-%	5%	-%	-%	-%	59%	-%	-%	59%	6%	4%
NET: Dissatisfied	1	-	-	-	-	1	-	-	*	*	-	-	*	*	*
	10%	-%	-%	-%	-%	32%	-%	-%	7%	41%	-%	-%	41%	12%	9%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**8**	5	2	-	-	3	5	-	3	5	3	1	-	2	1	-	-
Weighted total	**6**	6	1	-	-	3	3	-	3	3	2	2	-	*	*	-	-
Very Dissatisfied	*	-	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	3%	*-%*	*30%*	*-%*	*-%*	*6%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*52%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	7%	*-%*	*70%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*13%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	3	-	-	-	-	3	-	-	3	1	-	-	-	-	-	-
	42%	*48%*	*-%*	*-%*	*-%*	*-%*	*79%*	*-%*	*-%*	*79%*	*59%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	*	*	-	-	-	-	*	-	-	*	-	-	-	*	*	-	-
	4%	*3%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*48%*	*100%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	3	-	-	-	3	-	-	3	-	*	2	-	-	-	-	-
	44%	*49%*	*-%*	*-%*	*-%*	*94%*	*-%*	*-%*	*94%*	*-%*	*21%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	*	*	-	-	-	-	*	-	-	*	-	-	-	*	*	-	-
	4%	*3%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*48%*	*100%*	*-%*	*-%*
NET: Dissatisfied	**1**	-	1	-	-	*	*	-	*	*	*	-	-	*	-	-	-
	10%	*-%*	*100%*	*-%*	*-%*	*6%*	*13%*	*-%*	*6%*	*13%*	*21%*	*-%*	*-%*	*52%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	8	4	2	-	1	1	4	4	2	6	-	8	-
Weighted total	6	4	2	-	*	*	4	3	1	5	-	6	-
Very Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	3%	4%	-%	-%	-%	-%	5%	-%	13%	-%	-%	3%	-%
Fairly Dissatisfied	*	-	*	-	-	-	-	*	-	*	-	*	-
	7%	-%	26%	-%	-%	-%	-%	17%	-%	9%	-%	7%	-%
Neither Satisfied Nor Dissatisfied	3	1	1	-	-	-	1	1	1	1	-	3	-
	42%	33%	74%	-%	-%	-%	32%	59%	87%	30%	-%	42%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*	*	*	*	-	*	-	*	-
	4%	-%	-%	-%	100%	100%	2%	7%	-%	5%	-%	4%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	2	*	-	3	-	3	-
	44%	63%	-%	-%	-%	-%	61%	17%	-%	56%	-%	44%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	*	*	*	-	*	-	*	-
	4%	-%	-%	-%	100%	100%	2%	7%	-%	5%	-%	4%	-%
NET: Dissatisfied	1	*	*	-	-	-	*	*	*	*	-	1	-
	10%	4%	26%	-%	-%	-%	5%	17%	13%	9%	-%	10%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	8	4	1	3	5	6	7	7	4	5	4	6	-	2	6	6	2
Weighted total	6	3	*	3	4	4	6	6	3	3	4	4	-	3	6	4	1
Very Dissatisfied	*	*	-	-	*	*	*	-	*	-	*	-	-	*	-	*	-
	3%	6%	-%	-%	4%	5%	3%	-%	7%	-%	5%	-%	-%	7%	-%	4%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	*	-	*	-	*	-	-	*	-	-
	7%	13%	-%	-%	-%	-%	-%	7%	-%	13%	-%	11%	-%	-%	7%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	3	1	3	3	3	-	3	1	3	-	-	3	1	1
	42%	-%	-%	97%	28%	75%	45%	44%	-%	79%	31%	70%	-%	-%	44%	28%	93%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	4%	-%	100%	3%	4%	8%	5%	4%	10%	8%	4%	7%	-%	-%	3%	6%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	3	*	3	3	2	-	2	*	-	2	3	3	-
	44%	82%	-%	-%	64%	12%	47%	45%	84%	-%	60%	11%	-%	93%	46%	62%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	4%	-%	100%	3%	4%	8%	5%	4%	10%	8%	4%	7%	-%	-%	3%	6%	7%
NET: Dissatisfied	1	1	-	-	*	*	*	*	*	*	*	*	-	*	*	*	-
	10%	18%	-%	-%	4%	5%	3%	7%	7%	13%	5%	11%	-%	7%	7%	4%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	8	6	4	1	-	6	8	7	8	7	8	-	6	8	-	2	6	-
Weighted total	6	4	3	*	-	6	6	4	6	4	6	-	4	6	-	2	4	-
Very Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	3%	4%	6%	-%	-%	3%	3%	5%	3%	5%	3%	-%	5%	3%	-%	-%	5%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	7%	-%	-%	-%	-%	-%	7%	11%	7%	11%	7%	-%	11%	7%	-%	-%	11%	-%
Neither Satisfied Nor Dissatisfied	3	1	-	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	42%	28%	-%	-%	-%	46%	42%	67%	42%	67%	42%	-%	70%	42%	-%	-%	69%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	4%	6%	3%	100%	-%	3%	4%	7%	4%	7%	4%	-%	2%	4%	-%	4%	4%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	-	-	3	3	*	3	*	3	-	*	3	-	2	*	-
	44%	62%	91%	-%	-%	48%	44%	11%	44%	11%	44%	-%	11%	44%	-%	96%	11%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	4%	6%	3%	100%	-%	3%	4%	7%	4%	7%	4%	-%	2%	4%	-%	4%	4%	-%
NET: Dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	1	1	-	-	1	-
	10%	4%	6%	-%	-%	3%	10%	15%	10%	15%	10%	-%	16%	10%	-%	-%	16%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	8	3	1	4	5	3	8	-	6	1	1	7	5	3
Weighted total	6	2	*	4	1	5	6	-	3	2	2	4	2	4
Very Dissatisfied	*	-	*	-	*	-	*	-	*	-	-	*	*	-
	3%	-%	100%	-%	14%	-%	3%	-%	7%	-%	-%	5%	8%	-%
Fairly Dissatisfied	*	*	-	-	*	-	*	-	*	-	-	*	*	-
	7%	22%	-%	-%	33%	-%	7%	-%	15%	-%	-%	11%	18%	-%
Neither Satisfied Nor Dissatisfied	3	1	-	1	-	3	3	-	1	-	-	3	1	1
	42%	74%	-%	29%	-%	53%	42%	-%	53%	-%	-%	67%	62%	31%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	*	-	*	-	*	-	-	*	*	-
	4%	5%	-%	4%	20%	-%	4%	-%	10%	-%	-%	7%	11%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	*	2	3	-	*	2	2	*	-	3
	44%	-%	-%	66%	33%	47%	44%	-%	15%	100%	100%	11%	-%	69%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	*	-	*	-	*	-	-	*	*	-
	4%	5%	-%	4%	20%	-%	4%	-%	10%	-%	-%	7%	11%	-%
NET: Dissatisfied	1	*	*	-	1	-	1	-	1	-	-	1	1	-
	10%	22%	100%	-%	47%	-%	10%	-%	22%	-%	-%	15%	26%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

		Satisfaction with other main provider		Month	Month		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Apr	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*a	*b
Unweighted total	8	5	2	1	2	1	3	1
Weighted total	6	4	2	*	1	*	3	2
Very Dissatisfied	*	-	*	-	-	-	*	-
	3%	-%	11%	-%	-%	-%	7%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-
	7%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	1	-	-	-	3	-
	42%	29%	89%	-%	-%	-%	93%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	*	-	-	-
	4%	6%	-%	100%	18%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	*	-	-	2
	44%	65%	-%	-%	82%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	*	-	-	-
	4%	6%	-%	100%	18%	-%	-%	-%
NET: Dissatisfied	1	-	*	-	-	*	*	-
	10%	-%	11%	-%	-%	100%	7%	-%

Columns Tested: a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	22	1	-	2	2	-	2	-	2	1	6	3	3	10
Weighted total	20	1	-	3	1	-	5	-	3	1	3	1	1	15
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	12%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	16%
Neither Satisfied Nor Dissatisfied	2	-	-	*	-	-	-	-	1	-	-	*	-	2
	11%	-%	-%	12%	-%	-%	-%	-%	47%	-%	-%	35%	-%	12%
Fairly Satisfied	2	-	-	-	-	-	-	-	-	1	*	*	-	1
	11%	-%	-%	-%	-%	-%	-%	-%	-%	100%	18%	32%	-%	8%
Very Satisfied	2	-	-	-	*	-	-	-	-	-	1	*	*	*
	8%	-%	-%	-%	16%	-%	-%	-%	-%	-%	33%	32%	10%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	1	-	3	1	-	2	-	2	-	1	-	1	9
	58%	100%	-%	88%	84%	-%	50%	-%	53%	-%	49%	-%	90%	63%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	-	-	*	-	-	-	-	1	1	1	*	1
	19%	-%	-%	-%	16%	-%	-%	-%	-%	100%	51%	65%	10%	10%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	12%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	16%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	22	1	2	-	1	12	-	6	19	3	-	-	3	11	11
Weighted total	20	*	1	-	*	11	-	7	19	1	-	-	1	12	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	12%	-%	-%	-%	-%	21%	-%	-%	12%	-%	-%	-%	-%	19%	-%
Neither Satisfied Nor Dissatisfied	2	*	*	-	-	-	-	1	2	*	-	-	*	2	*
	11%	100%	43%	-%	-%	-%	-%	21%	10%	52%	-%	-%	52%	15%	6%
Fairly Satisfied	2	-	*	-	-	1	-	*	2	-	-	-	-	2	-
	11%	-%	57%	-%	-%	11%	-%	6%	11%	-%	-%	-%	-%	17%	-%
Very Satisfied	2	-	-	-	*	1	-	*	1	*	-	-	*	*	1
	8%	-%	-%	-%	100%	7%	-%	6%	7%	48%	-%	-%	48%	3%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	-	-	-	-	7	-	5	12	-	-	-	-	6	6
	58%	-%	-%	-%	-%	61%	-%	67%	60%	-%	-%	-%	-%	46%	77%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	*	-	*	2	-	1	3	*	-	-	*	2	1
	19%	-%	57%	-%	100%	18%	-%	12%	18%	48%	-%	-%	48%	20%	17%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	12%	-%	-%	-%	-%	21%	-%	-%	12%	-%	-%	-%	-%	19%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**22**	10	5	1	-	7	15	2	5	15	9	5	1	-	4	-	-
Weighted total	**20**	10	3	1	-	9	12	4	4	12	11	2	*	-	2	-	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**2**	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	*20%*	-%	-%	*20%*	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**2**	*	-	1	-	*	2	-	*	2	-	*	-	-	*	-	-
	11%	*5%*	-%	*100%*	-%	*6%*	*16%*	-%	*11%*	*16%*	-%	*21%*	-%	-%	*17%*	-%	-%
Fairly Satisfied	**2**	2	*	-	-	-	2	-	-	2	2	*	-	-	-	-	-
	11%	*17%*	*14%*	-%	-%	-%	*18%*	-%	-%	*18%*	*15%*	*21%*	-%	-%	-%	-%	-%
Very Satisfied	**2**	1	*	-	-	*	1	-	*	1	*	1	*	-	*	-	-
	8%	*11%*	*14%*	-%	-%	*5%*	*10%*	-%	*10%*	*10%*	*2%*	*39%*	*100%*	-%	*4%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**12**	7	2	-	-	8	4	4	3	4	9	*	-	-	2	-	-
	58%	*68%*	*71%*	-%	-%	*89%*	*35%*	*100%*	*78%*	*35%*	*83%*	*19%*	-%	-%	*79%*	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**4**	3	1	-	-	*	3	-	*	3	2	1	*	-	*	-	-
	19%	*27%*	*29%*	-%	-%	*5%*	*29%*	-%	*10%*	*29%*	*17%*	*60%*	*100%*	-%	*4%*	-%	-%
NET: Dissatisfied	**2**	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	*20%*	-%	-%	*20%*	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**22**	11	2	2	2	4	18	4	14	8	-	21	1
Weighted total	**20**	10	2	2	1	4	15	5	13	7	-	19	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	-	-	-	-	2	2	-	2	-	-	2	-
	12%	*-%*	*-%*	*-%*	*-%*	*54%*	*16%*	*-%*	*18%*	*-%*	*-%*	*13%*	*-%*
Neither Satisfied Nor Dissatisfied	**2**	*	-	1	-	-	1	1	1	1	-	1	1
	11%	*4%*	*-%*	*76%*	*-%*	*-%*	*6%*	*29%*	*6%*	*21%*	*-%*	*4%*	*100%*
Fairly Satisfied	**2**	1	1	-	-	-	2	-	2	-	-	2	-
	11%	*9%*	*74%*	*-%*	*-%*	*-%*	*14%*	*-%*	*16%*	*-%*	*-%*	*11%*	*-%*
Very Satisfied	**2**	1	-	-	*	1	2	-	1	*	-	2	-
	8%	*9%*	*-%*	*-%*	*16%*	*12%*	*11%*	*-%*	*10%*	*5%*	*-%*	*9%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**12**	8	*	*	1	1	8	4	6	5	-	12	-
	58%	*79%*	*26%*	*24%*	*84%*	*34%*	*54%*	*71%*	*49%*	*74%*	*-%*	*63%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**4**	2	1	-	*	1	4	-	3	*	-	4	-
	19%	*17%*	*74%*	*-%*	*16%*	*12%*	*25%*	*-%*	*26%*	*5%*	*-%*	*20%*	*-%*
NET: Dissatisfied	**2**	-	-	-	-	2	2	-	2	-	-	2	-
	12%	*-%*	*-%*	*-%*	*-%*	*54%*	*16%*	*-%*	*18%*	*-%*	*-%*	*13%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	22	7	2	13	15	12	17	20	12	14	14	18	-	3	15	19	11
Weighted total	20	6	3	11	10	10	13	19	8	11	12	15	-	5	13	17	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	12%	-%	-%	22%	-%	-%	-%	12%	-%	21%	-%	16%	-%	-%	18%	14%	27%
Neither Satisfied Nor Dissatisfied	2	2	-	*	1	*	1	2	1	2	1	2	-	-	2	2	*
	11%	31%	-%	3%	8%	4%	6%	10%	11%	16%	7%	12%	-%	-%	14%	14%	4%
Fairly Satisfied	2	*	-	2	2	2	2	2	*	2	2	2	-	-	2	2	1
	11%	7%	-%	16%	21%	17%	16%	11%	6%	15%	18%	14%	-%	-%	13%	13%	14%
Very Satisfied	2	-	*	1	2	1	2	1	2	1	1	1	-	*	1	2	1
	8%	-%	15%	11%	15%	13%	13%	6%	21%	11%	9%	8%	-%	9%	8%	10%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	4	2	5	6	6	8	12	5	4	8	7	-	4	6	8	4
	58%	63%	85%	48%	56%	66%	65%	61%	63%	36%	65%	49%	-%	91%	46%	50%	46%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	*	*	3	4	3	4	3	2	3	3	3	-	*	3	4	2
	19%	7%	15%	27%	36%	30%	29%	17%	26%	26%	28%	22%	-%	9%	21%	22%	23%
NET: Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	12%	-%	-%	22%	-%	-%	-%	12%	-%	21%	-%	16%	-%	-%	18%	14%	27%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	22	16	11	1	1	18	21	20	21	21	22	-	17	21	9	7	15	-
Weighted total	20	14	8	*	1	17	20	18	20	20	20	-	16	20	8	7	14	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	12%	16%	28%	-%	-%	14%	12%	13%	12%	12%	12%	-%	-%	12%	-%	36%	-%	-%
Neither Satisfied Nor Dissatisfied	2	*	1	-	-	1	2	2	2	2	2	-	2	2	1	1	1	-
	11%	3%	10%	-%	-%	5%	12%	13%	12%	10%	11%	-%	12%	12%	19%	22%	6%	-%
Fairly Satisfied	2	2	*	-	-	2	2	2	2	2	2	-	2	2	*	*	2	-
	11%	15%	5%	-%	-%	13%	11%	12%	11%	11%	11%	-%	11%	11%	6%	7%	12%	-%
Very Satisfied	2	2	1	*	-	2	2	2	2	2	2	-	1	2	1	1	1	-
	8%	11%	9%	100%	-%	9%	8%	9%	8%	8%	8%	-%	8%	8%	14%	8%	8%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	8	4	-	1	10	11	10	11	12	12	-	11	11	5	2	10	-
	58%	55%	48%	-%	100%	59%	57%	53%	57%	59%	58%	-%	70%	57%	61%	26%	73%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	4	1	*	-	4	4	4	4	4	4	-	3	4	2	1	3	-
	19%	26%	14%	100%	-%	22%	19%	21%	19%	19%	19%	-%	18%	19%	20%	15%	20%	-%
NET: Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	12%	16%	28%	-%	-%	14%	12%	13%	12%	12%	12%	-%	-%	12%	-%	36%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	22	6	2	14	12	10	21	1	16	1	4	17	10	12
Weighted total	20	3	2	15	8	12	20	*	15	*	4	15	7	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	12%	-%	-%	16%	30%	-%	12%	-%	16%	-%	-%	16%	-%	18%
Neither Satisfied Nor Dissatisfied	2	2	-	*	*	2	2	-	*	-	-	1	2	*
	11%	58%	-%	2%	5%	16%	12%	-%	3%	-%	-%	6%	25%	4%
Fairly Satisfied	2	*	*	1	1	1	2	-	1	-	-	2	1	1
	11%	13%	24%	8%	12%	10%	11%	-%	6%	-%	-%	14%	12%	10%
Very Satisfied	2	*	-	2	1	1	2	-	1	*	*	1	1	1
	8%	3%	-%	10%	10%	7%	8%	-%	8%	100%	12%	8%	7%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	1	1	9	3	8	11	*	10	-	3	8	4	8
	58%	26%	76%	63%	44%	67%	57%	100%	66%	-%	88%	56%	55%	60%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	1	*	3	2	2	4	-	2	*	*	3	1	2
	19%	16%	24%	19%	21%	17%	19%	-%	14%	100%	12%	22%	20%	18%
NET: Dissatisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	12%	-%	-%	16%	30%	-%	12%	-%	16%	-%	-%	16%	-%	18%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	**22**	18	-	2	3	1	2	2	3	4	1	4
Weighted total	**20**	16	-	1	4	2	1	3	1	2	2	4
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	-	-	-	-	-	-	-	-	2	-
	12%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
Neither Satisfied Nor Dissatisfied	**2**	2	-	*	-	-	-	-	-	*	-	1
	11%	*12%*	*-%*	*50%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*39%*
Fairly Satisfied	**2**	2	-	*	-	-	-	*	-	1	-	-
	11%	*13%*	*-%*	*50%*	*-%*	*-%*	*-%*	*14%*	*-%*	*55%*	*-%*	*-%*
Very Satisfied	**2**	1	-	-	-	-	*	-	*	1	-	*
	8%	*7%*	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*33%*	*29%*	*-%*	*11%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**12**	9	-	-	4	2	*	3	1	-	-	2
	58%	*53%*	*-%*	*-%*	*100%*	*100%*	*82%*	*86%*	*67%*	*-%*	*-%*	*50%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**4**	3	-	*	-	-	*	*	*	2	-	*
	19%	*21%*	*-%*	*50%*	*-%*	*-%*	*18%*	*14%*	*33%*	*84%*	*-%*	*11%*
NET: Dissatisfied	**2**	2	-	-	-	-	-	-	-	-	2	-
	12%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	1	2	2	2	-	1	2	1	-	-	-	11
Weighted total	15	-	2	3	2	1	-	2	3	1	-	-	-	15
Very Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	11%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	11%
Fairly Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	8%	-%	-%	-%	-%	84%	-%	-%	-%	-%	-%	-%	-%	8%
Neither Satisfied Nor Dissatisfied	4	-	-	2	-	-	-	-	-	1	-	-	-	4
	24%	-%	-%	92%	-%	-%	-%	-%	-%	100%	-%	-%	-%	24%
Fairly Satisfied	4	-	-	-	-	-	-	2	2	-	-	-	-	4
	27%	-%	-%	-%	-%	-%	-%	100%	50%	-%	-%	-%	-%	27%
Very Satisfied	3	-	2	-	1	-	-	-	-	-	-	-	-	3
	19%	-%	100%	-%	49%	-%	-%	-%	-%	-%	-%	-%	-%	19%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	*	1	*	-	-	-	-	-	-	-	2
	11%	-%	-%	8%	51%	16%	-%	-%	-%	-%	-%	-%	-%	11%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	2	-	1	-	-	2	2	-	-	-	-	7
	46%	-%	100%	-%	49%	-%	-%	100%	50%	-%	-%	-%	-%	46%
NET: Dissatisfied	3	-	-	-	-	1	-	-	2	-	-	-	-	3
	19%	-%	-%	-%	-%	84%	-%	-%	50%	-%	-%	-%	-%	19%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	1	-	-	1	5	-	4	9	1	-	1	2	5	6
Weighted total	15	1	-	-	1	9	-	3	15	*	-	*	*	7	8
Very Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	11%	-%	-%	-%	-%	18%	-%	-%	11%	-%	-%	-%	-%	-%	20%
Fairly Dissatisfied	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
	8%	-%	-%	-%	100%	-%	-%	-%	8%	-%	-%	-%	-%	18%	-%
Neither Satisfied Nor Dissatisfied	4	-	-	-	-	2	-	1	4	-	-	-	-	2	1
	24%	-%	-%	-%	-%	25%	-%	37%	25%	-%	-%	-%	-%	35%	15%
Fairly Satisfied	4	-	-	-	-	4	-	-	4	-	-	-	-	-	4
	27%	-%	-%	-%	-%	43%	-%	-%	28%	-%	-%	-%	-%	-%	48%
Very Satisfied	3	1	-	-	-	-	-	2	3	-	-	-	-	2	1
	19%	100%	-%	-%	-%	-%	-%	50%	20%	-%	-%	-%	-%	24%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	1	-	*	1	*	-	*	*	1	*
	11%	-%	-%	-%	-%	14%	-%	13%	9%	100%	-%	100%	100%	22%	2%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	1	-	-	-	4	-	2	7	-	-	-	-	2	5
	46%	100%	-%	-%	-%	43%	-%	50%	47%	-%	-%	-%	-%	24%	63%
NET: Dissatisfied	3	-	-	-	1	2	-	-	3	-	-	-	-	1	2
	19%	-%	-%	-%	100%	18%	-%	-%	20%	-%	-%	-%	-%	18%	20%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	5	1	1	1	5	6	-	5	6	6	2	1	1	-	1	-
Weighted total	15	8	2	*	*	8	7	-	8	7	10	1	2	1	-	*	-
Very Dissatisfied	2	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	11%	*-%*	*100%*	*-%*	*-%*	*-%*	*23%*	*-%*	*-%*	*23%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	8%	*15%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*16%*	*-%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	4	2	-	-	-	2	1	-	2	1	1	-	2	-	-	-	-
	24%	*29%*	*-%*	*-%*	*-%*	*30%*	*17%*	*-%*	*30%*	*17%*	*13%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	4	2	-	-	-	4	-	-	4	-	4	-	-	-	-	-	-
	27%	*20%*	*-%*	*-%*	*-%*	*51%*	*-%*	*-%*	*51%*	*-%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	3	2	-	-	-	-	3	-	-	3	2	1	-	-	-	-	-
	19%	*20%*	*-%*	*-%*	*-%*	*-%*	*39%*	*-%*	*-%*	*39%*	*17%*	*86%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	*	*	*	1	-	*	1	-	*	-	1	-	*	-
	11%	*15%*	*-%*	*100%*	*100%*	*3%*	*21%*	*-%*	*3%*	*21%*	*-%*	*14%*	*-%*	*100%*	*-%*	*100%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	7	3	-	-	-	4	3	-	4	3	6	1	-	-	-	-	-
	46%	*40%*	*-%*	*-%*	*-%*	*51%*	*39%*	*-%*	*51%*	*39%*	*58%*	*86%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	3	1	2	-	-	1	2	-	1	2	3	-	-	-	-	-	-
	19%	*15%*	*100%*	*-%*	*-%*	*16%*	*23%*	*-%*	*16%*	*23%*	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**11**	6	2	1	1	1	9	2	9	2	-	11	-
Weighted total	**15**	9	2	*	2	1	12	3	12	3	-	15	-
Very Dissatisfied	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	11%	*-%*	*-%*	*-%*	*100%*	*-%*	*13%*	*-%*	*13%*	*-%*	*-%*	*11%*	*-%*
Fairly Dissatisfied	**1**	1	-	-	-	-	1	-	1	-	-	1	-
	8%	*13%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*10%*	*-%*	*-%*	*8%*	*-%*
Neither Satisfied Nor Dissatisfied	**4**	2	-	-	-	1	4	-	4	-	-	4	-
	24%	*25%*	*-%*	*-%*	*-%*	*100%*	*30%*	*-%*	*30%*	*-%*	*-%*	*24%*	*-%*
Fairly Satisfied	**4**	4	-	-	-	-	4	-	4	-	-	4	-
	27%	*42%*	*-%*	*-%*	*-%*	*-%*	*33%*	*-%*	*33%*	*-%*	*-%*	*27%*	*-%*
Very Satisfied	**3**	2	1	-	-	-	-	3	-	3	-	3	-
	19%	*17%*	*49%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*19%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	*	1	*	-	-	2	-	2	-	-	2	-
	11%	*2%*	*51%*	*100%*	*-%*	*-%*	*14%*	*-%*	*14%*	*-%*	*-%*	*11%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**7**	6	1	-	-	-	4	3	4	3	-	7	-
	46%	*60%*	*49%*	*-%*	*-%*	*-%*	*33%*	*100%*	*33%*	*100%*	*-%*	*46%*	*-%*
NET: Dissatisfied	**3**	1	-	-	2	-	3	-	3	-	-	3	-
	19%	*13%*	*-%*	*-%*	*100%*	*-%*	*24%*	*-%*	*24%*	*-%*	*-%*	*19%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	3	3	5	6	8	9	11	3	8	5	8	-	3	8	10	2
Weighted total	15	4	4	7	7	9	12	15	2	11	7	11	-	4	11	14	1
Very Dissatisfied	2	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	11%	-%	40%	-%	-%	-%	-%	11%	-%	15%	-%	15%	-%	-%	15%	12%	-%
Fairly Dissatisfied	1	-	1	-	1	1	1	1	1	-	1	-	-	1	-	1	-
	8%	-%	30%	-%	18%	13%	11%	8%	74%	-%	17%	-%	-%	33%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	4	2	1	-	2	1	4	4	-	1	2	1	-	2	4	2	-
	24%	63%	30%	-%	34%	13%	31%	24%	-%	11%	32%	11%	-%	62%	33%	17%	-%
Fairly Satisfied	4	-	-	4	-	2	2	4	-	4	2	4	-	-	2	4	-
	27%	-%	-%	56%	-%	25%	20%	27%	-%	36%	32%	36%	-%	-%	22%	29%	-%
Very Satisfied	3	1	-	2	3	3	3	3	-	3	1	3	-	-	3	3	-
	19%	32%	-%	23%	41%	30%	24%	19%	-%	25%	16%	25%	-%	-%	26%	21%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	1	*	2	2	2	*	1	*	1	-	*	*	2	1
	11%	5%	-%	21%	6%	18%	14%	11%	26%	13%	3%	13%	-%	5%	4%	12%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	1	-	6	3	5	5	7	-	7	4	7	-	-	5	7	-
	46%	32%	-%	79%	41%	56%	44%	46%	-%	61%	48%	61%	-%	-%	48%	50%	-%
NET: Dissatisfied	3	-	3	-	1	1	1	3	1	2	1	2	-	1	2	3	-
	19%	-%	70%	-%	18%	13%	11%	19%	74%	15%	17%	15%	-%	33%	15%	21%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	6	2	-	7	10	9	10	9	11	-	8	10	1	5	6	-
Weighted total	15	10	7	3	-	10	14	12	14	12	15	-	11	14	*	6	9	-
Very Dissatisfied	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	11%	17%	-%	57%	-%	-%	12%	14%	12%	14%	11%	-%	15%	12%	-%	-%	18%	-%
Fairly Dissatisfied	1	1	1	1	-	-	1	1	1	1	1	-	1	1	-	-	1	-
	8%	13%	17%	43%	-%	-%	9%	10%	9%	10%	8%	-%	11%	9%	-%	-%	14%	-%
Neither Satisfied Nor Dissatisfied	4	2	-	-	-	2	2	2	2	2	4	-	2	2	-	-	4	-
	24%	24%	-%	-%	-%	24%	17%	19%	17%	19%	24%	-%	22%	17%	-%	-%	40%	-%
Fairly Satisfied	4	2	2	-	-	4	4	2	4	2	4	-	2	4	-	2	2	-
	27%	24%	23%	-%	-%	41%	29%	19%	29%	19%	27%	-%	22%	29%	-%	28%	26%	-%
Very Satisfied	3	2	3	-	-	2	3	3	3	3	3	-	3	3	-	3	-	-
	19%	17%	39%	-%	-%	17%	21%	23%	21%	23%	19%	-%	26%	21%	-%	48%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	1	-	-	2	2	2	2	2	2	-	*	2	*	1	*	-
	11%	4%	21%	-%	-%	17%	12%	14%	12%	14%	11%	-%	4%	12%	100%	24%	3%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	4	5	-	-	6	7	5	7	5	7	-	5	7	-	5	2	-
	46%	41%	62%	-%	-%	58%	50%	43%	50%	43%	46%	-%	48%	50%	-%	76%	26%	-%
NET: Dissatisfied	3	3	1	3	-	-	3	3	3	3	3	-	3	3	-	-	3	-
	19%	30%	17%	100%	-%	-%	21%	24%	21%	24%	19%	-%	26%	21%	-%	-%	32%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	4	2	5	8	3	11	-	7	2	6	5	6	5
Weighted total	15	6	1	8	12	3	15	-	9	3	8	7	9	6
Very Dissatisfied	2	2	-	-	2	-	2	-	-	-	2	-	2	-
	11%	29%	-%	-%	13%	-%	11%	-%	-%	-%	21%	-%	19%	-%
Fairly Dissatisfied	1	1	-	-	1	-	1	-	-	-	1	-	1	-
	8%	21%	-%	-%	10%	-%	8%	-%	-%	-%	16%	-%	14%	-%
Neither Satisfied Nor Dissatisfied	4	1	-	2	2	1	4	-	4	-	-	4	1	2
	24%	21%	-%	30%	19%	46%	24%	-%	39%	-%	-%	51%	14%	37%
Fairly Satisfied	4	-	-	4	4	-	4	-	4	-	2	2	2	2
	27%	-%	-%	51%	33%	-%	27%	-%	43%	-%	30%	23%	19%	37%
Very Satisfied	3	2	1	-	3	-	3	-	-	3	1	2	3	-
	19%	29%	84%	-%	23%	-%	19%	-%	-%	100%	15%	23%	33%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	1	*	1	2	-	2	-	1	*	-	2
	11%	-%	16%	19%	2%	54%	11%	-%	18%	-%	19%	3%	-%	26%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	2	1	4	7	-	7	-	4	3	4	3	5	2
	46%	29%	84%	51%	56%	-%	46%	-%	43%	100%	45%	46%	52%	37%
NET: Dissatisfied	3	3	-	-	3	-	3	-	-	-	3	-	3	-
	19%	50%	-%	-%	23%	-%	19%	-%	-%	-%	36%	-%	33%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

		Satisfaction with other main provider		Month		Month		Month	
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Apr	Jun	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	10	-	1	1	1	3	1	4
Weighted total	15	14	-	2	1	2	3	1	6
Very Dissatisfied	2	2	-	-	-	-	2	-	-
	11%	12%	-%	-%	-%	-%	54%	-%	-%
Fairly Dissatisfied	1	1	-	-	-	-	-	-	1
	8%	9%	-%	-%	-%	-%	-%	-%	20%
Neither Satisfied Nor Dissatisfied	4	2	-	-	-	-	-	1	2
	24%	17%	-%	-%	-%	-%	-%	100%	38%
Fairly Satisfied	4	4	-	2	-	-	-	-	2
	27%	29%	-%	100%	-%	-%	-%	-%	38%
Very Satisfied	3	3	-	-	-	2	1	-	-
	19%	21%	-%	-%	-%	100%	40%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	1	-	*	-	*
	11%	12%	-%	-%	100%	-%	7%	-%	4%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	7	-	2	-	2	1	-	2
	46%	50%	-%	100%	-%	100%	40%	-%	38%
NET: Dissatisfied	3	3	-	-	-	-	2	-	1
	19%	21%	-%	-%	-%	-%	54%	-%	20%

Columns Tested: a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	1	-	1	2	1	2	-	2	1	2	2	-	10
Weighted total	14	1	-	2	1	*	3	-	3	1	1	1	-	12
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	12%	-%	-%	-%	-%	-%	-%	-%	53%	-%	-%	-%	-%	13%
Fairly Satisfied	2	-	-	-	*	-	-	-	-	1	*	*	-	1
	14%	-%	-%	-%	12%	-%	-%	-%	-%	100%	52%	20%	-%	11%
Very Satisfied	6	1	-	2	1	-	*	-	-	-	*	-	-	5
	41%	100%	-%	100%	88%	-%	7%	-%	-%	-%	48%	-%	-%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	-	-	*	2	-	1	-	-	*	-	4
	33%	-%	-%	-%	-%	100%	93%	-%	47%	-%	-%	80%	-%	33%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	1	-	2	1	-	*	-	-	1	1	*	-	7
	55%	100%	-%	100%	100%	-%	7%	-%	-%	100%	100%	20%	-%	54%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	4	-	-	6	-	4	10	1	1	2	4	6	8
Weighted total	14	-	2	-	-	8	-	3	13	*	*	*	1	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	12%	-%	69%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	21%
Fairly Satisfied	2	-	1	-	-	-	-	1	2	*	*	-	*	2	*
	14%	-%	31%	-%	-%	-%	-%	37%	13%	100%	100%	-%	40%	32%	1%
Very Satisfied	6	-	-	-	-	5	-	*	6	-	-	*	*	2	3
	41%	-%	-%	-%	-%	65%	-%	13%	42%	-%	-%	44%	26%	40%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	-	-	3	-	2	4	-	-	*	*	2	3
	33%	-%	-%	-%	-%	35%	-%	51%	33%	-%	-%	56%	33%	29%	36%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	1	-	-	5	-	2	7	*	*	*	*	4	3
	55%	-%	31%	-%	-%	65%	-%	49%	55%	100%	100%	44%	67%	71%	43%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**14**	6	1	4	-	4	10	-	4	10	4	4	1	1	-	3	-
Weighted total	**14**	9	*	2	-	7	7	-	7	7	6	3	2	*	-	1	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**2**	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-
	12%	-%	-%	-%	-%	*24%*	-%	-%	*24%*	-%	-%	*62%*	-%	-%	-%	-%	-%
Fairly Satisfied	**2**	2	-	*	-	-	2	-	-	2	1	1	-	-	-	*	-
	14%	*19%*	-%	*14%*	-%	-%	*28%*	-%	-%	*28%*	*20%*	*22%*	-%	-%	-%	*30%*	-%
Very Satisfied	**6**	5	*	-	-	2	3	-	2	3	3	*	2	-	-	*	-
	41%	*55%*	*100%*	-%	-%	*34%*	*47%*	-%	*34%*	*47%*	*43%*	*16%*	*100%*	-%	-%	*31%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**5**	2	-	2	-	3	2	-	3	2	2	-	-	*	-	*	-
	33%	*26%*	-%	*86%*	-%	*41%*	*24%*	-%	*41%*	*24%*	*38%*	-%	-%	*100%*	-%	*39%*	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**8**	7	*	*	-	2	5	-	2	5	4	1	2	-	-	*	-
	55%	*74%*	*100%*	*14%*	-%	*34%*	*76%*	-%	*34%*	*76%*	*62%*	*38%*	*100%*	-%	-%	*61%*	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**14**	5	-	4	2	3	10	4	9	5	-	13	1
Weighted total	**14**	7	-	3	1	2	9	4	9	5	-	12	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**2**	-	-	2	-	-	-	2	-	2	-	2	-
	12%	-%	-%	*48%*	-%	-%	-%	*37%*	-%	*36%*	-%	*13%*	-%
Fairly Satisfied	**2**	2	-	*	-	*	2	*	2	*	-	2	-
	14%	*25%*	-%	*3%*	-%	*8%*	*20%*	*2%*	*19%*	*6%*	-%	*16%*	-%
Very Satisfied	**6**	2	-	-	1	2	4	1	4	1	-	6	-
	41%	*34%*	-%	-%	*100%*	*92%*	*47%*	*28%*	*48%*	*27%*	-%	*46%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**5**	3	-	2	-	-	3	1	3	1	-	3	1
	33%	*41%*	-%	*49%*	-%	-%	*33%*	*33%*	*33%*	*32%*	-%	*25%*	*100%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**8**	4	-	*	1	2	6	1	6	2	-	8	-
	55%	*59%*	-%	*3%*	*100%*	*100%*	*67%*	*30%*	*67%*	*33%*	-%	*62%*	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	14	5	2	7	12	7	12	13	6	10	12	11	-	3	11	13	6
Weighted total	14	7	3	4	10	4	10	13	4	8	12	10	-	4	12	11	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	2	2	-
	12%	24%	-%	-%	17%	-%	17%	12%	-%	22%	13%	16%	-%	-%	14%	14%	-%
Fairly Satisfied	2	1	*	*	2	2	2	2	*	1	2	1	-	1	1	2	*
	14%	20%	7%	11%	20%	40%	20%	15%	5%	10%	15%	7%	-%	33%	5%	17%	8%
Very Satisfied	6	2	-	3	6	2	6	6	1	3	6	3	-	3	6	6	3
	41%	35%	-%	74%	57%	54%	57%	42%	16%	41%	46%	31%	-%	67%	47%	50%	92%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	2	1	1	*	1	4	3	2	3	5	-	-	4	2	-
	33%	22%	93%	15%	7%	6%	7%	31%	79%	28%	25%	45%	-%	-%	34%	19%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	*	4	8	4	8	8	1	4	8	4	-	4	6	8	4
	55%	54%	7%	85%	77%	94%	77%	57%	21%	51%	62%	39%	-%	100%	52%	67%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	14	11	7	2	1	10	14	13	14	13	14	-	12	14	11	3	9	2
Weighted total	14	10	3	1	1	10	14	13	14	13	14	-	14	14	9	2	10	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	12%	17%	-%	-%	-%	17%	12%	13%	12%	12%	12%	-%	12%	12%	-%	-%	16%	-%
Fairly Satisfied	2	2	*	*	-	2	2	1	2	2	2	-	2	2	1	*	*	1
	14%	19%	10%	8%	-%	20%	14%	6%	14%	15%	14%	-%	14%	14%	9%	20%	1%	100%
Very Satisfied	6	6	2	1	1	3	6	6	6	6	6	-	6	6	3	*	5	-
	41%	57%	66%	92%	100%	31%	41%	45%	41%	42%	41%	-%	41%	41%	39%	18%	52%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	1	-	-	3	5	5	5	4	5	-	5	5	5	1	3	-
	33%	7%	24%	-%	-%	32%	33%	36%	33%	31%	33%	-%	33%	33%	53%	62%	30%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	2	1	1	5	8	6	8	8	8	-	7	8	4	1	5	1
	55%	77%	76%	100%	100%	51%	55%	51%	55%	57%	55%	-%	54%	55%	47%	38%	53%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	4	3	7	9	5	13	1	7	4	4	9	6	8
Weighted total	14	4	2	8	8	6	14	*	7	3	2	10	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	2	-	2	-	-	2	-	2	2	-
	12%	-%	-%	22%	21%	-%	12%	-%	-%	61%	-%	16%	26%	-%
Fairly Satisfied	2	1	*	*	2	*	2	-	2	*	*	2	2	*
	14%	34%	22%	1%	23%	3%	15%	-%	26%	6%	8%	18%	30%	1%
Very Satisfied	6	1	1	3	4	1	6	*	3	*	2	4	1	4
	41%	30%	68%	39%	53%	25%	40%	100%	36%	16%	82%	37%	20%	58%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	*	3	*	4	5	-	3	*	*	3	1	3
	33%	36%	11%	37%	3%	72%	33%	-%	38%	16%	10%	28%	24%	40%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	3	2	3	6	2	7	*	4	1	2	6	3	5
	55%	64%	89%	41%	76%	28%	55%	100%	62%	23%	90%	56%	50%	60%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

		Satisfaction with other main provider		Month			Month	Month	
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Jun	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*a	*b
Unweighted total	14	13	-	1	2	2	1	2	6
Weighted total	14	13	-	*	3	2	*	1	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	-	-	-
	12%	13%	-%	-%	-%	90%	-%	-%	-%
Fairly Satisfied	2	1	-	*	*	-	-	1	-
	14%	6%	-%	100%	7%	-%	-%	100%	-%
Very Satisfied	6	6	-	-	-	*	-	-	6
	41%	45%	-%	-%	-%	10%	-%	-%	76%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	5	-	-	2	-	*	-	2
	33%	36%	-%	-%	93%	-%	100%	-%	24%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	6	-	*	*	*	-	1	6
	55%	51%	-%	100%	7%	10%	-%	100%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	1	-	1	1	1	-	1	-	-	-	-	-	5
Weighted total	3	*	-	2	*	*	-	*	-	-	-	-	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	6%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	-	-	-	-	-	-	-	*
	13%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	13%
Fairly Satisfied	3	-	-	2	*	-	-	-	-	-	-	-	-	3
	81%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	81%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	2	*	-	-	-	-	-	-	-	-	3
	81%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	81%
NET: Dissatisfied	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	6%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	-	-	-	1	1	3	1	1	1	2	4	5	-
Weighted total	3	-	-	-	-	2	*	1	2	*	*	*	1	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
	6%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	22%	6%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	13%	-%	-%	-%	-%	-%	-%	64%	-%	-%	-%	100%	50%	13%	-%
Fairly Satisfied	3	-	-	-	-	2	-	*	2	-	*	-	*	3	-
	81%	-%	-%	-%	-%	100%	-%	36%	100%	-%	100%	-%	28%	81%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	-	-	2	-	*	2	-	*	-	*	3	-
	81%	-%	-%	-%	-%	100%	-%	36%	100%	-%	100%	-%	28%	81%	-%
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
	6%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	22%	6%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	2	-	-	1	1	4	-	1	4	-	-	1	-	1	3	-
Weighted total	3	3	-	-	*	2	1	-	2	1	-	-	2	-	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	6%	7%	-%	-%	-%	-%	22%	-%	-%	22%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	13%	-%	-%	-%	100%	-%	50%	-%	-%	50%	-%	-%	-%	-%	-%	64%	-%
Fairly Satisfied	3	2	-	-	-	2	*	-	2	*	-	-	2	-	-	*	-
	81%	93%	-%	-%	-%	100%	28%	-%	100%	28%	-%	-%	100%	-%	-%	36%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	-	-	2	*	-	2	*	-	-	2	-	-	*	-
	81%	93%	-%	-%	-%	100%	28%	-%	100%	28%	-%	-%	100%	-%	-%	36%	-%
NET: Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	6%	7%	-%	-%	-%	-%	22%	-%	-%	22%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	5	3	1	1	-	-	4	1	3	2	-	4	1
Weighted total	3	3	*	*	-	-	3	*	3	*	-	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	6%	7%	-%	-%	-%	-%	6%	-%	7%	-%	-%	6%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	-	*	-	*	*	-	*	-
	13%	8%	-%	100%	-%	-%	14%	-%	8%	45%	-%	14%	-%
Fairly Satisfied	3	2	*	-	-	-	2	*	2	*	-	2	*
	81%	85%	100%	-%	-%	-%	80%	100%	85%	55%	-%	80%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	*	-	-	-	2	*	2	*	-	2	*
	81%	85%	100%	-%	-%	-%	80%	100%	85%	55%	-%	80%	100%
NET: Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	6%	7%	-%	-%	-%	-%	6%	-%	7%	-%	-%	6%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	1	1	3	5	4	5	5	-	-	5	-	-	5	3	5	1
Weighted total	3	2	*	1	3	1	3	3	-	-	3	-	-	3	3	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	6%	-%	-%	30%	6%	22%	6%	6%	-%	-%	6%	-%	-%	6%	-%	6%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	*	*	*
	13%	-%	-%	70%	13%	50%	13%	13%	-%	-%	13%	-%	-%	13%	7%	13%	100%
Fairly Satisfied	3	2	*	-	3	*	3	3	-	-	3	-	-	3	3	3	-
	81%	100%	100%	-%	81%	28%	81%	81%	-%	-%	81%	-%	-%	81%	93%	81%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	*	-	3	*	3	3	-	-	3	-	-	3	3	3	-
	81%	100%	100%	-%	81%	28%	81%	81%	-%	-%	81%	-%	-%	81%	93%	81%	-%
NET: Dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	6%	-%	-%	30%	6%	22%	6%	6%	-%	-%	6%	-%	-%	6%	-%	6%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	4	2	-	-	4	5	5	5	5	5	-	4	5	1	-	3	2
Weighted total	3	3	*	-	-	3	3	3	3	3	3	-	3	3	*	-	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	6%	6%	-%	-%	-%	6%	6%	6%	6%	6%	6%	-%	-%	6%	-%	-%	7%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	*
	13%	14%	100%	-%	-%	14%	13%	13%	13%	13%	13%	-%	14%	13%	100%	-%	8%	45%
Fairly Satisfied	3	2	-	-	-	2	3	3	3	3	3	-	3	3	-	-	2	*
	81%	80%	-%	-%	-%	80%	81%	81%	81%	81%	81%	-%	86%	81%	-%	-%	85%	55%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	-	-	2	3	3	3	3	3	-	3	3	-	-	2	*
	81%	80%	-%	-%	-%	80%	81%	81%	81%	81%	81%	-%	86%	81%	-%	-%	85%	55%
NET: Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	6%	6%	-%	-%	-%	6%	6%	6%	6%	6%	6%	-%	-%	6%	-%	-%	7%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	1	-	4	4	1	5	-	2	-	2	2	4	1
Weighted total	3	*	-	3	3	*	3	-	3	-	*	3	1	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	6%	-%	-%	6%	6%	-%	6%	-%	7%	-%	49%	-%	22%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	*	*	-	-	-	*	*	*	-
	13%	-%	-%	14%	6%	100%	13%	-%	-%	-%	51%	9%	50%	-%
Fairly Satisfied	3	*	-	2	3	-	3	-	2	-	-	2	*	2
	81%	100%	-%	80%	87%	-%	81%	-%	93%	-%	-%	91%	28%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	2	3	-	3	-	2	-	-	2	*	2
	81%	100%	-%	80%	87%	-%	81%	-%	93%	-%	-%	91%	28%	100%
NET: Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	6%	-%	-%	6%	6%	-%	6%	-%	7%	-%	49%	-%	22%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Satisfaction with other main provider		Month	Month	
		Satisfied	Dissatisfied	Feb	Oct	Dec
Significance Level: 95%		*a	*b	*a	*a	*b
Unweighted total	5	5	-	1	2	2
Weighted total	3	3	-	*	*	3
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	*	-	-
	6%	6%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*
	13%	13%	-%	-%	45%	9%
Fairly Satisfied	3	3	-	-	*	2
	81%	81%	-%	-%	55%	91%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	-	*	2
	81%	81%	-%	-%	55%	91%
NET: Dissatisfied	*	*	-	*	-	-
	6%	6%	-%	100%	-%	-%

Columns Tested: a,b - a,b

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	1	-	-	-	-	1
Weighted total	*	-	-	-	-	-	-	-	*	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**1**	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-
Weighted total	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	-	-	1	-	-	1	-	1	-	-	1
Weighted total	*	-	-	-	*	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	-	*	-	*	-	-	*
	100%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	1	1	1	1	-	1	1	1	-	-	1	1	1
Weighted total	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	100%	100%	-%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	1	1	1	1	-	1	1	1	1	-	-
Weighted total	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	-	1	-	1	-	-	-	-	-	1	-
Weighted total	*	*	-	-	*	-	*	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Apr
Significance Level: 95%		*a	*b	*a
Unweighted total	1	-	-	1
Weighted total	*	-	-	*
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	-	-	-	-
	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*
	100%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	-	-	-	-
	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

Ofcom; Business Postal Tracker

Table 121

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	-	1	-	-	-	-	-	1	1	1	1	-	3
Weighted total	4	-	2	-	-	-	-	-	2	*	*	*	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	-	*	-	-	2
	52%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	48%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	5%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	41%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	*	-	-	2
	52%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	48%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	2	-	-	-	-	3	3	2	-	-	2	2	3
Weighted total	4	-	*	-	-	-	-	4	4	*	-	-	*	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	52%	-%	-%	-%	-%	-%	-%	56%	56%	-%	-%	-%	-%	-%	95%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	4%	-%	62%	-%	-%	-%	-%	-%	-%	62%	-%	-%	62%	10%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	3%	-%	38%	-%	-%	-%	-%	-%	-%	38%	-%	-%	38%	-%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	41%	-%	-%	-%	-%	-%	-%	44%	44%	-%	-%	-%	-%	90%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	3%	-%	38%	-%	-%	-%	-%	-%	-%	38%	-%	-%	38%	-%	5%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	52%	-%	-%	-%	-%	-%	-%	56%	56%	-%	-%	-%	-%	-%	95%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	-	2	1	-	2	3	-	2	3	2	2	1	-	-	-	-
Weighted total	4	-	2	*	-	3	1	-	3	1	3	1	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	*	-	-	2	*	-	2	*	2	*	-	-	-	-	-
	52%	-%	21%	-%	-%	50%	61%	-%	50%	61%	50%	80%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	4%	-%	-%	-%	-%	-%	24%	-%	-%	24%	-%	-%	100%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	3%	-%	-%	100%	-%	-%	15%	-%	-%	15%	-%	20%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	41%	-%	79%	-%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	3%	-%	-%	100%	-%	-%	15%	-%	-%	15%	-%	20%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	*	-	-	2	*	-	2	*	2	*	-	-	-	-	-
	52%	-%	21%	-%	-%	50%	61%	-%	50%	61%	50%	80%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**5**	2	-	1	-	2	3	2	1	4	-	5	-
Weighted total	**4**	3	-	*	-	1	4	*	*	4	-	4	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**2**	2	-	-	-	*	2	-	*	2	-	2	-
	52%	*50%*	*-%*	*-%*	*-%*	*71%*	*56%*	*-%*	*100%*	*46%*	*-%*	*52%*	*-%*
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	*	-	*	-	*	-
	4%	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*62%*	*-%*	*5%*	*-%*	*4%*	*-%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	*	-	-	*	-	-	-	*	-	*	-	*	-
	3%	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*38%*	*-%*	*3%*	*-%*	*3%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	41%	*50%*	*-%*	*-%*	*-%*	*-%*	*44%*	*-%*	*-%*	*46%*	*-%*	*41%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	*	-	-	*	-	-	-	*	-	*	-	*	-
	3%	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*38%*	*-%*	*3%*	*-%*	*3%*	*-%*
NET: Dissatisfied	**2**	2	-	-	-	*	2	-	*	2	-	2	-
	52%	*50%*	*-%*	*-%*	*-%*	*71%*	*56%*	*-%*	*100%*	*46%*	*-%*	*52%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	2	1	3	4	4	4	1	3	2	4	-	1	3	4	2
Weighted total	4	2	2	*	2	2	2	2	*	1	1	2	-	2	2	2	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	*	*	*	*	*	*	*	*	2	-	-	*	*	*
	52%	-%	90%	100%	20%	18%	18%	18%	100%	61%	71%	88%	-%	-%	19%	18%	80%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	4%	-%	10%	-%	-%	7%	7%	7%	-%	24%	29%	7%	-%	-%	8%	7%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	3%	6%	-%	-%	5%	5%	5%	5%	-%	15%	-%	5%	-%	-%	-%	5%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-
	41%	94%	-%	-%	75%	70%	70%	70%	-%	-%	-%	-%	-%	100%	73%	70%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	3%	6%	-%	-%	5%	5%	5%	5%	-%	15%	-%	5%	-%	-%	-%	5%	20%
NET: Dissatisfied	2	-	2	*	*	*	*	*	*	*	*	2	-	-	*	*	*
	52%	-%	90%	100%	20%	18%	18%	18%	100%	61%	71%	88%	-%	-%	19%	18%	80%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	3	1	-	4	5	5	5	5	5	-	4	5	2	3	2	-
Weighted total	4	2	1	*	-	4	4	4	4	4	4	-	4	4	1	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	*	*	-	-	2	2	2	2	2	2	-	2	2	*	2	-	-
	52%	21%	61%	-%	-%	53%	52%	52%	52%	52%	52%	-%	53%	52%	80%	92%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	4%	-%	24%	-%	-%	4%	4%	4%	4%	4%	4%	-%	4%	4%	-%	8%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	*	-	*	-
	3%	-%	15%	100%	-%	-%	3%	3%	3%	3%	3%	-%	-%	3%	20%	-%	6%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	41%	79%	-%	-%	-%	42%	41%	41%	41%	41%	41%	-%	42%	41%	-%	-%	94%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	*	-	*	-
	3%	-%	15%	100%	-%	-%	3%	3%	3%	3%	3%	-%	-%	3%	20%	-%	6%	-%
NET: Dissatisfied	2	*	*	-	-	2	2	2	2	2	2	-	2	2	*	2	-	-
	52%	21%	61%	-%	-%	53%	52%	52%	52%	52%	52%	-%	53%	52%	80%	92%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	2	1	2	5	-	5	-	2	1	2	3	-	5
Weighted total	4	2	2	1	4	-	4	-	2	*	2	2	-	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	*	2	-	2	-	2	*	*	2	-	2
	52%	-%	100%	80%	52%	-%	52%	-%	94%	100%	21%	85%	-%	52%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	4%	10%	-%	-%	4%	-%	4%	-%	-%	-%	-%	9%	-%	4%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	3%	-%	-%	20%	3%	-%	3%	-%	6%	-%	-%	6%	-%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	-	2	-	-	-	2	-	-	2
	41%	90%	-%	-%	41%	-%	41%	-%	-%	-%	79%	-%	-%	41%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	3%	-%	-%	20%	3%	-%	3%	-%	6%	-%	-%	6%	-%	3%
NET: Dissatisfied	2	-	2	*	2	-	2	-	2	*	*	2	-	2
	52%	-%	100%	80%	52%	-%	52%	-%	94%	100%	21%	85%	-%	52%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Satisfaction with other main provider		Month	Month	Month	
		Satisfied	Dissatisfied	Feb	May	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b
Unweighted total	5	5	-	2	1	1	1
Weighted total	4	4	-	2	2	*	*
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	2	-	-	*
	52%	52%	-%	90%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	-	-
	4%	4%	-%	10%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	-
	3%	3%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	-	-
	41%	41%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-
	3%	3%	-%	-%	-%	100%	-%
NET: Dissatisfied	2	2	-	2	-	-	*
	52%	52%	-%	90%	-%	-%	100%

Columns Tested: a,b - a,b

Ofcom; Business Postal Tracker

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Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	1	-	-	-	-	-	-	-	2
Weighted total	2	-	2	-	-	*	-	-	-	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	*	-	-	-	-	-	-	-	2
	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	-	1	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
	100%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	-%	100%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	1	-	1	2	-	-	2	-	1	-	1	-	-	-	-
Weighted total	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
	100%	-%	100%	-%	100%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**2**	2	-	-	-	-	2	-	-	2	-	2	-
Weighted total	**2**	2	-	-	-	-	2	-	-	2	-	2	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	100%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	2	2	2	2	-	-	1	-	-	2	1	2	-
Weighted total	2	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
	100%	100%	-%	-%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	100%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	1	-	-	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	-	1	2	-	2	-	-	1	2	-	-	2
Weighted total	2	2	-	*	2	-	2	-	-	*	2	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	*	2	-	2	-	-	*	2	-	-	2
	100%	100%	-%	100%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Feb	May
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	2	-	1	1
Weighted total	2	2	-	*	2
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	*	2
	100%	100%	-%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b					

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	-	-	-	-	-	2	-	-	-	1	2
Weighted total	4	-	-	-	-	-	-	-	3	-	-	-	*	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	3	-	-	-	-	3
	88%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	1	-	-	-	-	2	3	-	-	-	-	2	1
Weighted total	4	-	2	-	-	-	-	2	4	-	-	-	-	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	12%	-%	-%	-%	-%	-%	-%	23%	12%	-%	-%	-%	-%	23%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	-	-	-	-	1	3	-	-	-	-	1	2
	88%	-%	100%	-%	-%	-%	-%	77%	88%	-%	-%	-%	-%	77%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	2	-	1	-	1	2	-	1	2	-	-	-	1	-	-	-
Weighted total	4	2	-	1	-	2	2	-	2	2	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	12%	21%	-%	-%	-%	-%	23%	-%	-%	23%	-%	-%	-%	100%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	-	1	-	2	1	-	2	1	-	-	-	-	-	-	-
	88%	79%	-%	100%	-%	100%	77%	-%	100%	77%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**3**	1	-	1	-	-	-	3	-	3	-	1	2
Weighted total	**4**	2	-	1	-	-	-	4	-	4	-	2	2
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*
	12%	-%	-%	-%	-%	-%	-%	*12%*	-%	*12%*	-%	-%	*23%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	2	-	1	-	-	-	3	-	3	-	2	1
	88%	*100%*	-%	*100%*	-%	-%	-%	*88%*	-%	*88%*	-%	*100%*	*77%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	3	-	-	1	1	1	2	-	2	1	2	-	-	2	2	-
Weighted total	4	4	-	-	*	*	*	3	-	3	*	3	-	-	3	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	-	-	-	*	-	-	-	-	*	-
	12%	12%	-%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	23%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	3	-	3	-	-	3	1	-
	88%	88%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	77%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	-	-	-	1	3	2	3	3	3	-	2	3	1	1	2	-
Weighted total	4	-	-	-	-	2	4	2	4	4	4	-	3	4	1	1	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	-	*	-	-	*	-
	12%	-%	-%	-%	-%	-%	12%	23%	12%	12%	12%	-%	-%	12%	-%	-%	21%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	2	3	1	3	3	3	-	3	3	1	1	2	-
	88%	-%	-%	-%	-%	100%	88%	77%	88%	88%	88%	-%	100%	88%	100%	100%	79%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	1	-	2	2	1	3	-	1	-	-	1	2	1
Weighted total	4	1	-	2	2	1	4	-	2	-	-	2	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	-	*	-	-	-	-	-	*	-
	12%	-%	-%	21%	21%	-%	12%	-%	-%	-%	-%	-%	23%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	2	2	1	3	-	2	-	-	2	1	2
	88%	100%	-%	79%	79%	100%	88%	-%	100%	-%	-%	100%	77%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		Satisfaction with other main provider		Month		Month
	TOTAL	Satisfied	Dissatisfied	Apr	Jun	Dec
Significance Level: 95%		*a	*b	*a	*b	*a
Unweighted total	3	3	-	1	1	1
Weighted total	4	4	-	*	2	1
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	-
	12%	12%	-%	100%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	2	1
	88%	88%	-%	-%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b						

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	-	1
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	*	-	-	*
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	1
Weighted total	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	100%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	-	1	1	1	-	1	1	1	-	1	-
Weighted total	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	1	-	-	-	-	-	1	-
Weighted total	*	-	-	*	-	*	*	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	*	-	-	-	-	-	*	-
	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Jun
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	-	-	-	-
	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	*
	100%	*100%*	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	-	-	-	-
	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	19	1	2	1	1	1	4	-	3	1	3	1	1	14
Weighted total	20	*	2	2	1	1	7	-	3	1	1	*	*	18
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	1	-	-	-	-	-	-	-	-	*	-	1
	9%	-%	88%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	8%
Neither Satisfied Nor Dissatisfied	4	-	-	-	-	-	2	-	2	-	-	-	-	4
	20%	-%	-%	-%	-%	-%	32%	-%	50%	-%	-%	-%	-%	22%
Fairly Satisfied	6	-	-	2	-	1	2	-	-	-	-	-	-	6
	29%	-%	-%	100%	-%	100%	32%	-%	-%	-%	-%	-%	-%	32%
Very Satisfied	2	-	-	-	1	-	*	-	*	-	*	-	*	2
	12%	-%	-%	-%	100%	-%	3%	-%	6%	-%	45%	-%	100%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	*	*	-	-	-	2	-	1	1	*	-	-	5
	27%	100%	12%	-%	-%	-%	32%	-%	45%	100%	11%	-%	-%	29%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%
NET: Satisfied	8	-	-	2	1	1	3	-	*	-	*	-	*	8
	41%	-%	-%	100%	100%	100%	35%	-%	6%	-%	45%	-%	100%	41%
NET: Dissatisfied	2	-	1	-	-	-	-	-	-	-	-	*	-	1
	9%	-%	88%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	8%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	19	-	2	-	2	7	1	6	14	2	3	-	5	10	9
Weighted total	20	-	1	-	1	6	2	8	19	*	*	-	1	13	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	*	-	-	-	2	-	-	-	-	1	*
	9%	-%	-%	-%	50%	-%	-%	-%	10%	-%	-%	-%	-%	11%	6%
Neither Satisfied Nor Dissatisfied	4	-	-	-	-	2	-	2	4	-	-	-	-	-	4
	20%	-%	-%	-%	-%	25%	-%	30%	21%	-%	-%	-%	-%	-%	55%
Fairly Satisfied	6	-	-	-	-	4	-	2	6	-	-	-	-	5	1
	29%	-%	-%	-%	-%	55%	-%	30%	31%	-%	-%	-%	-%	36%	17%
Very Satisfied	2	-	-	-	-	1	-	1	2	*	*	-	*	2	1
	12%	-%	-%	-%	-%	19%	-%	16%	11%	50%	38%	-%	43%	12%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	-	1	-	-	-	2	2	5	*	*	-	1	5	*
	27%	-%	100%	-%	-%	-%	100%	23%	26%	50%	62%	-%	57%	40%	4%
Don't Know / (DO NOT READ OUT)	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	50%	-%	-%	-%	2%	-%	-%	-%	-%	-%	6%
NET: Satisfied	8	-	-	-	-	5	-	4	8	*	*	-	*	6	2
	41%	-%	-%	-%	-%	75%	-%	46%	41%	50%	38%	-%	43%	49%	29%
NET: Dissatisfied	2	-	-	-	*	-	-	-	2	-	-	-	-	1	*
	9%	-%	-%	-%	50%	-%	-%	-%	10%	-%	-%	-%	-%	11%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	19	7	2	3	-	6	13	1	5	13	6	4	2	2	-	1	-
Weighted total	20	7	3	4	-	5	15	2	3	15	8	2	1	2	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	1	*	-	1	*	1	-	*	-	-	-	-
	9%	28%	-%	-%	-%	28%	3%	-%	51%	3%	17%	-%	80%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	-	2	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	20%	-%	58%	59%	-%	-%	27%	-%	-%	27%	47%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	-	1	-	-	-	6	-	-	6	-	-	-	1	-	-	-
	29%	-%	42%	-%	-%	-%	39%	-%	-%	39%	-%	-%	-%	50%	-%	-%	-%
Very Satisfied	2	2	-	*	-	1	2	-	1	2	1	2	-	-	-	-	-
	12%	31%	-%	5%	-%	17%	11%	-%	30%	11%	7%	81%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	2	-	1	-	2	3	2	*	3	2	-	*	1	-	*	-
	27%	35%	-%	37%	-%	47%	20%	100%	4%	20%	28%	-%	20%	50%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	2%	6%	-%	-%	-%	8%	-%	-%	15%	-%	-%	19%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	1	*	-	1	8	-	1	8	1	2	-	1	-	-	-
	41%	31%	42%	5%	-%	17%	50%	-%	30%	50%	7%	81%	-%	50%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	1	*	-	1	*	1	-	*	-	-	-	-
	9%	28%	-%	-%	-%	28%	3%	-%	51%	3%	17%	-%	80%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**19**	9	2	1	3	3	10	9	9	10	-	17	2
Weighted total	**20**	7	3	1	3	4	10	11	10	10	-	19	2
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**2**	2	-	-	-	-	*	1	2	-	-	2	-
	9%	*27%*	*-%*	*-%*	*-%*	*-%*	*5%*	*14%*	*19%*	*-%*	*-%*	*10%*	*-%*
Neither Satisfied Nor Dissatisfied	**4**	2	-	-	2	-	2	2	2	2	-	4	-
	20%	*33%*	*-%*	*-%*	*53%*	*-%*	*17%*	*22%*	*16%*	*23%*	*-%*	*21%*	*-%*
Fairly Satisfied	**6**	-	2	-	-	4	2	4	2	4	-	6	-
	29%	*-%*	*93%*	*-%*	*-%*	*95%*	*25%*	*33%*	*23%*	*35%*	*-%*	*32%*	*-%*
Very Satisfied	**2**	1	*	-	1	*	1	2	*	2	-	2	-
	12%	*12%*	*7%*	*-%*	*40%*	*5%*	*9%*	*15%*	*4%*	*20%*	*-%*	*13%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**6**	2	-	1	*	-	4	2	4	2	-	4	2
	27%	*21%*	*-%*	*100%*	*6%*	*-%*	*40%*	*16%*	*38%*	*17%*	*-%*	*21%*	*100%*
Don't Know / (DO NOT READ OUT)	*****	*	-	-	-	-	*	-	-	*	-	*	-
	2%	*6%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*2%*	*-%*
NET: Satisfied	**8**	1	3	-	1	4	3	5	3	6	-	8	-
	41%	*12%*	*100%*	*-%*	*40%*	*100%*	*34%*	*49%*	*27%*	*56%*	*-%*	*45%*	*-%*
NET: Dissatisfied	**2**	2	-	-	-	-	*	1	2	-	-	2	-
	9%	*27%*	*-%*	*-%*	*-%*	*-%*	*5%*	*14%*	*19%*	*-%*	*-%*	*10%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	19	5	5	8	12	7	12	15	6	10	9	14	-	4	14	19	2
Weighted total	20	6	4	8	8	4	8	16	5	12	7	15	-	3	14	20	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	*	*	*	*	2	*	*	*	2	-	-	*	2	-
	9%	-%	-%	5%	5%	11%	5%	12%	9%	3%	6%	13%	-%	-%	3%	9%	-%
Neither Satisfied Nor Dissatisfied	4	2	2	-	-	-	-	4	-	4	2	4	-	-	4	4	-
	20%	36%	40%	-%	-%	-%	-%	25%	-%	32%	32%	28%	-%	-%	29%	20%	-%
Fairly Satisfied	6	-	-	6	1	1	1	6	2	4	1	4	-	2	4	6	2
	29%	-%	-%	72%	14%	32%	14%	37%	47%	29%	16%	25%	-%	69%	26%	29%	92%
Very Satisfied	2	-	1	2	2	*	2	2	*	2	1	2	-	*	2	2	-
	12%	-%	21%	20%	30%	5%	30%	13%	9%	13%	19%	14%	-%	13%	15%	12%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	4	1	*	4	2	4	2	1	3	2	3	-	*	3	6	*
	27%	64%	29%	2%	46%	40%	46%	12%	28%	22%	21%	21%	-%	6%	23%	27%	8%
Don't Know / (DO NOT READ OUT)	*	-	*	-	*	*	*	-	*	-	*	-	-	*	*	*	-
	2%	-%	10%	-%	5%	11%	5%	-%	9%	-%	6%	-%	-%	13%	3%	2%	-%
NET: Satisfied	8	-	1	8	4	1	4	8	3	5	3	6	-	3	6	8	2
	41%	-%	21%	92%	44%	37%	44%	50%	55%	42%	36%	39%	-%	82%	41%	41%	92%
NET: Dissatisfied	2	-	-	*	*	*	*	2	*	*	*	2	-	-	*	2	-
	9%	-%	-%	5%	5%	11%	5%	12%	9%	3%	6%	13%	-%	-%	3%	9%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	19	15	8	1	-	14	19	17	19	18	19	-	10	18	5	7	10	1
Weighted total	20	15	7	2	-	14	20	18	20	18	20	-	7	18	5	11	8	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	*	1	*	-
	9%	13%	-%	-%	-%	13%	9%	11%	9%	11%	9%	-%	25%	11%	9%	13%	5%	-%
Neither Satisfied Nor Dissatisfied	4	4	-	2	-	2	4	4	4	4	4	-	2	4	2	2	2	-
	20%	27%	-%	100%	-%	17%	20%	23%	20%	22%	20%	-%	22%	22%	51%	21%	20%	-%
Fairly Satisfied	6	2	4	-	-	4	6	6	6	6	6	-	-	4	-	5	1	-
	29%	16%	51%	-%	-%	25%	29%	33%	29%	33%	29%	-%	-%	20%	-%	41%	15%	-%
Very Satisfied	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	*	2	-
	12%	17%	21%	-%	-%	18%	12%	14%	12%	14%	12%	-%	22%	14%	-%	2%	28%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	4	2	-	-	4	6	3	6	3	6	-	2	6	2	3	3	-
	27%	26%	22%	-%	-%	27%	27%	17%	27%	18%	27%	-%	25%	31%	40%	23%	32%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	2%	3%	6%	-%	-%	-%	2%	2%	2%	2%	2%	-%	6%	2%	-%	-%	-%	100%
NET: Satisfied	8	5	5	-	-	6	8	8	8	8	8	-	2	6	-	5	3	-
	41%	32%	72%	-%	-%	43%	41%	47%	41%	47%	41%	-%	22%	34%	-%	43%	42%	-%
NET: Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	*	1	*	-
	9%	13%	-%	-%	-%	13%	9%	11%	9%	11%	9%	-%	25%	11%	9%	13%	5%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	19	6	2	11	10	9	19	-	11	-	5	12	6	13
Weighted total	20	9	3	9	12	8	20	-	13	-	6	13	8	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	1	-	*	-	2	2	-	2	-	-	2	2	-
	9%	17%	-%	5%	-%	24%	9%	-%	15%	-%	-%	15%	25%	-%
Neither Satisfied Nor Dissatisfied	4	4	-	-	4	-	4	-	2	-	2	2	4	-
	20%	46%	-%	-%	32%	-%	20%	-%	19%	-%	28%	18%	53%	-%
Fairly Satisfied	6	-	2	4	6	-	6	-	2	-	2	4	-	6
	29%	-%	93%	39%	48%	-%	29%	-%	19%	-%	40%	28%	-%	47%
Very Satisfied	2	1	*	1	2	1	2	-	2	-	*	2	-	2
	12%	14%	7%	12%	14%	10%	12%	-%	18%	-%	3%	18%	-%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	1	-	4	*	5	6	-	4	-	1	3	2	4
	27%	17%	-%	45%	2%	66%	27%	-%	29%	-%	21%	21%	22%	30%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	-	*	-	-	-	*	-	-	*
	2%	5%	-%	-%	4%	-%	2%	-%	-%	-%	7%	-%	-%	3%
NET: Satisfied	8	1	3	5	8	1	8	-	5	-	3	6	-	8
	41%	14%	100%	51%	62%	10%	41%	-%	37%	-%	44%	46%	-%	66%
NET: Dissatisfied	2	1	-	*	-	2	2	-	2	-	-	2	2	-
	9%	17%	-%	5%	-%	24%	9%	-%	15%	-%	-%	15%	25%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A94 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	19	16	1	1	1	6	3	3	5
Weighted total	20	16	2	1	1	3	3	5	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	*	-	-	1
	9%	-%	-%	-%	-%	14%	-%	-%	22%
Neither Satisfied Nor Dissatisfied	4	2	2	-	-	2	-	-	2
	20%	10%	100%	-%	-%	53%	-%	-%	35%
Fairly Satisfied	6	6	-	-	1	-	-	5	-
	29%	37%	-%	-%	100%	-%	-%	92%	-%
Very Satisfied	2	2	-	-	-	*	1	*	1
	12%	16%	-%	-%	-%	6%	21%	8%	19%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	6	-	1	-	*	2	-	2
	27%	35%	-%	100%	-%	13%	79%	-%	24%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-
	2%	3%	-%	-%	-%	14%	-%	-%	-%
NET: Satisfied	8	8	-	-	1	*	1	5	1
	41%	52%	-%	-%	100%	6%	21%	100%	19%
NET: Dissatisfied	2	-	-	-	-	*	-	-	1
	9%	-%	-%	-%	-%	14%	-%	-%	22%

Columns Tested: a,b - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	-	1	-	-	1	2	-	-	1	-	-	-	5
Weighted total	9	-	1	-	-	1	5	-	-	1	-	-	-	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	14%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	14%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	27%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	27%
Fairly Satisfied	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	17%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%
Very Satisfied	4	-	-	-	-	1	2	-	-	-	-	-	-	4
	42%	-%	-%	-%	-%	100%	50%	-%	-%	-%	-%	-%	-%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	1	-	-	1	2	-	-	-	-	-	-	5
	59%	-%	100%	-%	-%	100%	50%	-%	-%	-%	-%	-%	-%	59%
NET: Dissatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	14%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	-	-	-	3	-	1	5	-	-	-	-	3	2
Weighted total	9	-	-	-	-	5	-	2	9	-	-	-	-	5	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	14%	-%	-%	-%	-%	25%	-%	-%	14%	-%	-%	-%	-%	-%	34%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	27%	-%	-%	-%	-%	49%	-%	-%	27%	-%	-%	-%	-%	47%	-%
Fairly Satisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	17%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%	29%	-%
Very Satisfied	4	-	-	-	-	1	-	2	4	-	-	-	-	1	2
	42%	-%	-%	-%	-%	26%	-%	100%	42%	-%	-%	-%	-%	24%	66%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	-	-	-	1	-	2	5	-	-	-	-	3	2
	59%	-%	-%	-%	-%	26%	-%	100%	59%	-%	-%	-%	-%	53%	66%
NET: Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	14%	-%	-%	-%	-%	25%	-%	-%	14%	-%	-%	-%	-%	-%	34%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	2	-	1	-	1	4	-	1	4	3	-	-	1	-	-	-
Weighted total	9	3	-	2	-	1	7	-	1	7	5	-	-	1	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	14%	45%	-%	-%	-%	-%	17%	-%	-%	17%	-%	-%	-%	100%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	27%	-%	-%	-%	-%	-%	33%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	17%	55%	-%	-%	-%	100%	-%	-%	100%	-%	29%	-%	-%	-%	-%	-%	-%
Very Satisfied	4	-	-	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	42%	-%	-%	100%	-%	-%	50%	-%	-%	50%	71%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	-	2	-	1	4	-	1	4	5	-	-	-	-	-	-
	59%	55%	-%	100%	-%	100%	50%	-%	100%	50%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	14%	45%	-%	-%	-%	-%	17%	-%	-%	17%	-%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**5**	2	1	1	-	1	2	3	3	2	-	5	-
Weighted total	**9**	4	1	1	-	2	4	5	5	4	-	9	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**1**	-	-	1	-	-	1	-	1	-	-	1	-
	14%	-%	-%	*100%*	-%	-%	*34%*	-%	*24%*	-%	-%	*14%*	-%
Neither Satisfied Nor Dissatisfied	**2**	-	-	-	-	2	2	-	2	-	-	2	-
	27%	-%	-%	-%	-%	*100%*	*66%*	-%	*47%*	-%	-%	*27%*	-%
Fairly Satisfied	**1**	1	-	-	-	-	-	1	1	-	-	1	-
	17%	*38%*	-%	-%	-%	-%	-%	*29%*	*29%*	-%	-%	*17%*	-%
Very Satisfied	**4**	2	1	-	-	-	-	4	-	4	-	4	-
	42%	*62%*	*100%*	-%	-%	-%	-%	*71%*	-%	*100%*	-%	*42%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**5**	4	1	-	-	-	-	5	1	4	-	5	-
	59%	*100%*	*100%*	-%	-%	-%	-%	*100%*	*29%*	*100%*	-%	*59%*	-%
NET: Dissatisfied	**1**	-	-	1	-	-	1	-	1	-	-	1	-
	14%	-%	-%	*100%*	-%	-%	*34%*	-%	*24%*	-%	-%	*14%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	1	-	3	2	1	2	5	-	4	2	5	-	-	3	5	2
Weighted total	9	2	-	5	2	1	2	9	-	7	4	9	-	-	6	9	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	14%	-%	-%	25%	49%	100%	49%	14%	-%	17%	-%	14%	-%	-%	-%	14%	34%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	27%	-%	-%	49%	-%	-%	-%	27%	-%	33%	-%	27%	-%	-%	40%	27%	66%
Fairly Satisfied	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	17%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	-%	-%	17%	-%
Very Satisfied	4	2	-	1	1	-	1	4	-	4	4	4	-	-	4	4	-
	42%	100%	-%	26%	51%	-%	51%	42%	-%	50%	100%	42%	-%	-%	60%	42%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	1	1	-	1	5	-	4	4	5	-	-	4	5	-
	59%	100%	-%	26%	51%	-%	51%	59%	-%	50%	100%	59%	-%	-%	60%	59%	-%
NET: Dissatisfied	1	-	-	1	1	1	1	1	-	1	-	1	-	-	-	1	1
	14%	-%	-%	25%	49%	100%	49%	14%	-%	17%	-%	14%	-%	-%	-%	14%	34%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	4	3	-	-	5	5	5	5	5	5	-	3	5	2	4	1	-
Weighted total	9	7	5	-	-	9	9	9	9	9	9	-	4	9	4	7	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	14%	-%	25%	-%	-%	14%	14%	14%	14%	14%	14%	-%	31%	14%	34%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	27%	32%	49%	-%	-%	27%	27%	27%	27%	27%	27%	-%	-%	27%	-%	32%	-%	-%
Fairly Satisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	17%	20%	-%	-%	-%	17%	17%	17%	17%	17%	17%	-%	38%	17%	-%	20%	-%	-%
Very Satisfied	4	4	1	-	-	4	4	4	4	4	4	-	1	4	2	4	-	-
	42%	48%	26%	-%	-%	42%	42%	42%	42%	42%	42%	-%	32%	42%	66%	48%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	1	-	-	5	5	5	5	5	5	-	3	5	2	5	-	-
	59%	68%	26%	-%	-%	59%	59%	59%	59%	59%	59%	-%	69%	59%	66%	68%	-%	-%
NET: Dissatisfied	1	-	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	14%	-%	25%	-%	-%	14%	14%	14%	14%	14%	14%	-%	31%	14%	34%	-%	100%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	3	-	2	3	2	5	-	4	-	1	4	2	3
Weighted total	9	5	-	4	6	3	9	-	7	-	1	7	4	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	-	-	-	1	1	-	1	-	1	-	-	1
	14%	24%	-%	-%	-%	45%	14%	-%	16%	-%	100%	-%	-%	25%
Neither Satisfied Nor Dissatisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	27%	-%	-%	66%	40%	-%	27%	-%	32%	-%	-%	32%	-%	49%
Fairly Satisfied	1	1	-	-	-	1	1	-	1	-	-	1	1	-
	17%	29%	-%	-%	-%	55%	17%	-%	20%	-%	-%	20%	38%	-%
Very Satisfied	4	2	-	1	4	-	4	-	2	-	-	4	2	1
	42%	47%	-%	34%	60%	-%	42%	-%	32%	-%	-%	48%	62%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	4	-	1	4	1	5	-	4	-	-	5	4	1
	59%	76%	-%	34%	60%	55%	59%	-%	52%	-%	-%	68%	100%	26%
NET: Dissatisfied	1	1	-	-	-	1	1	-	1	-	1	-	-	1
	14%	24%	-%	-%	-%	45%	14%	-%	16%	-%	100%	-%	-%	25%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		Satisfaction with other main provider		Month	Month		
	TOTAL	Satisfied	Dissatisfied	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c
Unweighted total	5	3	1	1	1	1	2
Weighted total	9	5	2	1	1	2	4
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	-	1	-	-	-
	14%	25%	-%	100%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	-
	27%	49%	-%	-%	-%	100%	-%
Fairly Satisfied	1	-	-	-	-	-	1
	17%	-%	-%	-%	-%	-%	38%
Very Satisfied	4	1	2	-	1	-	2
	42%	26%	100%	-%	100%	-%	62%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	2	-	1	-	4
	59%	26%	100%	-%	100%	-%	100%
NET: Dissatisfied	1	1	-	1	-	-	-
	14%	25%	-%	100%	-%	-%	-%

Columns Tested: a,b - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**95**	5	4	5	10	5	13	4	13	8	9	9	10	67
Weighted total	**85**	5	5	10	6	4	20	5	12	8	4	3	3	75
Very Dissatisfied	**5**	-	-	-	-	-	2	-	2	-	-	*	*	4
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*15%*	*-%*	*-%*	*4%*	*15%*	*6%*
Fairly Dissatisfied	**12**	-	1	-	-	1	2	*	4	1	1	1	*	10
	14%	*-%*	*31%*	*-%*	*-%*	*35%*	*12%*	*3%*	*28%*	*18%*	*22%*	*20%*	*15%*	*14%*
Neither Satisfied Nor Dissatisfied	**19**	2	*	3	*	*	5	*	5	3	-	*	1	18
	22%	*33%*	*4%*	*28%*	*3%*	*6%*	*25%*	*7%*	*40%*	*34%*	*-%*	*18%*	*17%*	*24%*
Fairly Satisfied	**29**	2	1	5	2	1	7	5	2	2	1	1	*	27
	34%	*37%*	*31%*	*48%*	*30%*	*29%*	*35%*	*90%*	*15%*	*32%*	*24%*	*20%*	*15%*	*36%*
Very Satisfied	**18**	1	2	2	4	1	3	-	*	-	2	1	1	14
	21%	*30%*	*35%*	*24%*	*67%*	*30%*	*16%*	*-%*	*2%*	*-%*	*44%*	*20%*	*38%*	*19%*
Don't Know / (DO NOT READ OUT)	**2**	-	-	-	-	-	-	-	*	1	*	*	-	1
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*16%*	*11%*	*18%*	*-%*	*2%*
NET: Satisfied	**47**	3	3	7	6	2	10	5	2	2	3	1	2	41
	55%	*67%*	*66%*	*72%*	*97%*	*59%*	*51%*	*90%*	*16%*	*32%*	*67%*	*40%*	*53%*	*55%*
NET: Dissatisfied	**17**	-	1	-	-	1	5	*	5	1	1	1	1	15
	20%	*-%*	*31%*	*-%*	*-%*	*35%*	*24%*	*3%*	*43%*	*18%*	*22%*	*24%*	*30%*	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	a	*b	*c	*d	e	a	b
Unweighted total	95	2	24	-	4	37	1	25	60	23	6	6	35	44	51
Weighted total	85	2	13	-	3	38	*	28	79	4	1	1	7	39	46
Very Dissatisfied	5	-	3	-	-	2	-	-	5	*	-	-	*	3	2
	6%	-%	24%	-%	-%	5%	-%	-%	6%	7%	-%	-%	5%	7%	5%
Fairly Dissatisfied	12	-	2	-	2	5	*	2	11	1	-	*	1	6	7
	14%	-%	17%	-%	66%	12%	100%	8%	14%	17%	-%	19%	14%	14%	14%
Neither Satisfied Nor Dissatisfied	19	*	3	-	-	8	-	8	17	2	*	*	2	9	10
	22%	28%	23%	-%	-%	22%	-%	27%	21%	36%	31%	35%	35%	24%	21%
Fairly Satisfied	29	-	4	-	-	12	-	12	28	*	1	-	1	14	15
	34%	-%	30%	-%	-%	33%	-%	42%	36% e	11%	52%	-%	16%	36%	33%
Very Satisfied	18	1	1	-	*	9	-	6	16	1	*	1	2	7	10
	21%	72%	6%	-%	17%	24%	-%	22%	20%	24%	17%	46%	27%	19%	22%
Don't Know / (DO NOT READ OUT)	2	-	*	-	*	2	-	-	2	*	-	-	*	*	2
	3%	-%	2%	-%	17%	4%	-%	-%	3%	5%	-%	-%	3%	1%	5%
NET: Satisfied	47	1	4	-	*	21	-	18	44	1	1	1	3	22	25
	55%	72%	36%	-%	17%	57%	-%	64%	56%	35%	69%	46%	43%	55%	55%
NET: Dissatisfied	17	-	5	-	2	6	*	2	16	1	-	*	1	8	9
	20%	-%	40%	-%	66%	17%	100%	8%	20%	24%	-%	19%	19%	21%	19%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**95**	31	12	19	6	22	73	-	22	73	28	22	12	8	8	9	-
Weighted total	**85**	34	8	14	1	25	60	-	25	60	39	13	11	5	2	2	-
Very Dissatisfied	**5**	2	2	1	-	*	5	-	*	5	2	1	2	*	-	-	-
	6%	*7%*	*23%*	*4%*	*-%*	*1%*	*8%*	*-%*	*1%*	*8%*	*4%*	*4%*	*21%*	*4%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**12**	5	1	*	*	6	6	-	6	6	5	2	1	1	1	-	-
	14%	*14%*	*17%*	*1%*	*32%*	*25%*	*10%*	*-%*	*25%*	*10%*	*12%*	*16%*	*8%*	*24%*	*58%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**19**	6	2	4	1	5	14	-	5	14	7	2	3	1	1	1	-
	22%	*18%*	*23%*	*31%*	*51%*	*20%*	*23%*	*-%*	*20%*	*23%*	*17%*	*16%*	*23%*	*12%*	*31%*	*35%*	*-%*
Fairly Satisfied	**29**	9	2	6	*	10	19	-	10	19	17	3	2	1	-	1	-
	34%	*27%*	*21%*	*40%*	*17%*	*38%*	*33%*	*-%*	*38%*	*33%*	*44%*	*22%*	*21%*	*24%*	*-%*	*34%*	*-%*
Very Satisfied	**18**	10	1	3	-	4	14	-	4	14	9	5	3	*	*	1	-
	21%	*30%*	*11%*	*23%*	*-%*	*15%*	*23%*	*-%*	*15%*	*23%*	*22%*	*38%*	*26%*	*3%*	*11%*	*32%*	*-%*
Don't Know / (DO NOT READ OUT)	**2**	2	*	*	-	*	2	-	*	2	-	*	*	2	-	-	-
	3%	*5%*	*6%*	*1%*	*-%*	*2%*	*3%*	*-%*	*2%*	*3%*	*-%*	*3%*	*2%*	*33%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	19	3	9	*	13	33	-	13	33	26	8	5	1	*	1	-
	55%	*57%*	*31%*	*62%*	*17%*	*53%*	*56%*	*-%*	*53%*	*56%*	*66%*	*60%*	*46%*	*27%*	*11%*	*65%*	*-%*
NET: Dissatisfied	**17**	7	3	1	*	6	11	-	6	11	6	3	3	1	1	-	-
	20%	*21%*	*40%*	*5%*	*32%*	*26%*	*18%*	*-%*	*26%*	*18%*	*16%*	*20%*	*29%*	*28%*	*58%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**95**	37	13	15	12	16	56	39	44	51	-	86	9
Weighted total	**85**	39	12	12	7	14	46	39	42	43	-	81	4
Very Dissatisfied	**5**	*	-	3	2	-	2	3	2	3	-	4	*
	6%	**%*	*-%*	*25%*	*22%*	*-%*	*4%*	*8%*	*4%*	*7%*	*-%*	*5%*	*11%*
Fairly Dissatisfied	**12**	5	*	3	*	3	9	4	8	4	-	12	*
	14%	*13%*	*4%*	*28%*	*6%*	*21%*	*18%*	*10%*	*19%*	*9%*	*-%*	*15%*	*5%*
Neither Satisfied Nor Dissatisfied	**19**	7	2	3	2	4	10	9	10	9	-	17	2
	22%	*19%*	*14%*	*27%*	*22%*	*31%*	*22%*	*22%*	*24%*	*21%*	*-%*	*21%*	*46%*
Fairly Satisfied	**29**	17	7	1	-	4	16	13	14	15	-	28	1
	34%	*44%*	*61%*	*5%*	*-%*	*28%*	*34%*	*34%*	*34%*	*34%*	*-%*	*35%*	*22%*
Very Satisfied	**18**	8	3	1	3	3	8	10	7	11	-	17	*
	21%	*21%*	*22%*	*6%*	*47%*	*20%*	*16%*	*26%*	*15%*	*26%*	*-%*	*21%*	*11%*
Don't Know / (DO NOT READ OUT)	**2**	1	-	1	*	-	2	*	1	1	-	2	*
	3%	*2%*	*-%*	*10%*	*3%*	*-%*	*5%*	*1%*	*3%*	*3%*	*-%*	*3%*	*5%*
NET: Satisfied	**47**	25	10	1	3	6	24	23	21	26	-	45	1
	55%	*65%*	*83%*	*10%*	*47%*	*48%*	*51%*	*60%*	*50%*	*60%*	*-%*	*56%*	*33%*
NET: Dissatisfied	**17**	5	*	6	2	3	10	7	10	7	-	16	1
	20%	*14%*	*4%*	*52%*	*28%*	*21%*	*22%*	*17%*	*24%*	*16%*	*-%*	*20%*	*16%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	*c	a	b	c
Unweighted total	95	32	20	41	70	57	76	86	30	64	62	76	-	17	66	89	36
Weighted total	85	31	17	35	48	33	54	81	12	59	53	69	-	15	64	80	21
Very Dissatisfied	5	1	4	-	3	3	3	5	*	5	3	5	-	*	2	5	1
	6%	3%	24%	-%	7%	10%	6%	6%	2%	8%	5%	7%	-%	1%	3%	6%	3%
Fairly Dissatisfied	12	2	3	5	6	4	6	10	3	7	5	11	-	1	6	10	5
	14%	7%	18%	16%	13%	14%	12%	13%	27% g	12%	9%	16%	-%	10%	10%	13%	22%
Neither Satisfied Nor Dissatisfied	19	9	3	6	8	6	10	18	1	15	10	15	-	3	17	16	5
	22%	30%	20%	18%	16%	18%	19%	22%	10%	26%	20%	22%	-%	19%	27%	20%	22%
Fairly Satisfied	29	11	4	12	14	9	16	29	3	17	21	23	-	6	21	29	5
	34%	36%	26%	35%	29%	29%	30%	36%	25%	28%	39%	33%	-%	42%	32%	37%	22%
Very Satisfied	18	7	2	9	15	8	15	17	3	13	14	14	-	4	16	18	5
	21%	21%	9%	27%	31%	24%	28%	21%	29%	23%	26%	20%	-%	26%	26%	22%	25%
Don't Know / (DO NOT READ OUT)	2	1	*	1	2	2	2	2	1	2	1	2	-	*	1	2	1
	3%	2%	3%	3%	5%	6%	4%	2%	8%	3%	1%	3%	-%	3%	2%	3%	7%
NET: Satisfied	47	18	6	22	29	17	32	46	6	30	34	37	-	10	37	47	10
	55%	58%	36%	62%	60%	53%	59%	57%	54%	51%	65%	53%	-%	67%	58%	59%	47%
NET: Dissatisfied	17	3	7	5	10	8	10	15	3	12	8	15	-	2	8	15	5
	20%	10%	42%	16%	20%	24%	18%	19%	28%	20%	14%	22%	-%	11%	13%	19%	24%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**95**	65	47	12	1	66	94	91	94	90	95	-	63	93	39	35	52	8
Weighted total	**85**	60	34	7	1	67	84	81	84	82	85	-	52	82	25	39	44	3
Very Dissatisfied	**5**	2	3	2	-	3	5	5	5	5	5	-	2	5	1	*	4	-
	6%	*3%*	*8%*	*26%*	*-%*	*4%*	*6%*	*6%*	*6%*	*6%*	*6%*	*-%*	*4%*	*6%*	*2%*	*1%*	*10%*	*-%*
Fairly Dissatisfied	**12**	8	6	1	-	10	12	12	12	12	12	-	9	12	3	7	6	*
	14%	*14%*	*19%*	*21%*	*-%*	*15%*	*15%*	*15%*	*15%*	*15%*	*14%*	*-%*	*18%*	*15%*	*12%*	*17%*	*13%*	*4%*
Neither Satisfied Nor Dissatisfied	**19**	13	4	2	-	14	18	18	18	17	19	-	12	18	5	7	12	*
	22%	*22%*	*13%*	*29%*	*-%*	*21%*	*21%*	*22%*	*21%*	*21%*	*22%*	*-%*	*23%*	*22%*	*20%*	*18%*	*27%*	*7%*
Fairly Satisfied	**29**	21	10	*	-	26	29	26	29	27	29	-	14	27	7	16	11	2
	34%	*34%*	*28%*	*2%*	*-%*	*38%*	*35%*	*32%*	*35%*	*34%*	*34%*	*-%*	*26%*	*33%*	*28%*	*42%*	*25%*	*68%*
Very Satisfied	**18**	16	9	2	1	13	18	18	18	18	18	-	13	18	8	8	9	*
	21%	*26%*	*26%*	*22%*	*100%*	*19%*	*21%*	*22%*	*21%*	*22%*	*21%*	*-%*	*25%*	*22%*	*32%*	*21%*	*21%*	*4%*
Don't Know / (DO NOT READ OUT)	**2**	1	2	-	-	2	2	2	2	2	2	-	2	2	1	*	2	*
	3%	*2%*	*6%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*6%*	*1%*	*4%*	*16%*
NET: Satisfied	**47**	36	18	2	1	39	47	44	47	45	47	-	27	44	15	25	20	2
	55%	*60%*	*55%*	*24%*	*100%*	*58%*	*56%*	*54%*	*56%*	*55%*	*55%*	*-%*	*51%*	*54%*	*59%*	*63%*	*46%*	*72%*
NET: Dissatisfied	**17**	10	9	3	-	13	17	17	17	17	17	-	12	17	4	7	10	*
	20%	*17%*	*27%*	*47%*	*-%*	*19%*	*20%*	*21%*	*20%*	*21%*	*20%*	*-%*	*22%*	*21%*	*14%*	*18%*	*23%*	*4%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	***b**	c	a	***b**	a	***b**	a	***b**	***a**	b	a	b
Unweighted total	**95**	34	13	48	71	24	92	3	57	8	26	60	51	44
Weighted total	**85**	35	12	38	64	21	85	1	55	8	26	55	44	41
Very Dissatisfied	**5**	2	3	*	2	2	5	-	3	-	4	*	4	1
	6%	*5%*	*25%*	**%*	*4%*	*11%*	*6%*	*-%*	*5%*	*-%*	*16%*	*1%*	*10%*	*1%*
Fairly Dissatisfied	**12**	5	2	6	9	3	12	-	8	2	4	8	6	6
	14%	*13%*	*14%*	*16%*	*14%*	*16%*	*15%*	*-%*	*15%*	*27%*	*15%*	*15%*	*15%*	*14%*
Neither Satisfied Nor Dissatisfied	**19**	9	*	9	13	6	19	-	11	2	2	15	12	7
	22%	*27%*	*1%*	*25%*	*20%*	*29%*	*22%*	*-%*	*21%*	*22%*	*8%*	*27%*	*27%*	*17%*
Fairly Satisfied	**29**	11	4	15	24	5	29	-	21	*	10	18	14	16
	34%	*31%*	*31%*	*39%*	*38%*	*23%*	*34%*	*-%*	*39%*	*2%*	*40%*	*33%*	*31%*	*38%*
Very Satisfied	**18**	7	3	7	14	3	17	1	9	4	4	13	7	10
	21%	*19%*	*28%*	*20%*	*23%*	*15%*	*20%*	*100%*	*17%*	*49%*	*15%*	*24%*	*17%*	*25%*
Don't Know / (DO NOT READ OUT)	**2**	2	-	*	1	1	2	-	2	-	2	*	1	2
	3%	*5%*	*-%*	*1%*	*2%*	*6%*	*3%*	*-%*	*3%*	*-%*	*6%*	*1%*	*2%*	*4%*
NET: Satisfied	**47**	17	7	22	39	8	46	1	31	4	14	31	21	26
	55%	*50%*	*59%*	*58%*	*60%*	*38%*	*55%*	*100%*	*56%*	*51%*	*55%*	*57%*	*47%*	*63%*
NET: Dissatisfied	**17**	6	5	6	11	6	17	-	11	2	8	9	11	6
	20%	*18%*	*39%*	*16%*	*18%*	*27%*	*20%*	*-%*	*20%*	*27%*	*31%*	*15%*	*24%*	*16%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	95	74	7	9	13	7	6	2	13	13	11	21
Weighted total	85	63	13	6	6	6	3	2	9	8	14	30
Very Dissatisfied	5	2	3	-	*	2	-	-	2	*	*	-
	6%	*4%*	*19%*	*-%*	*7%*	*37%*	*-%*	*-%*	*17%*	*2%*	*1%*	*-%*
Fairly Dissatisfied	12	10	-	-	2	2	*	-	3	-	2	3
	14%	*15%*	*-%*	*-%*	*36%*	*26%*	*8%*	*-%*	*27%*	*-%*	*17%*	*11%*
Neither Satisfied Nor Dissatisfied	19	13	4	1	1	2	*	-	2	4	4	7
	22%	*20%*	*28%*	*12%*	*8%*	*26%*	*16%*	*-%*	*17%*	*46%*	*26%*	*22%*
Fairly Satisfied	29	22	5	5	2	*	-	2	*	1	7	11
	34%	*34%*	*35%*	*81%*	*36%*	*3%*	*-%*	*100%*	*2%*	*19%*	*53%*	*36%*
Very Satisfied	18	15	2	-	1	1	2	-	2	3	1	10
	21%	*23%*	*17%*	*-%*	*12%*	*9%*	*69%*	*-%*	*19%*	*32%*	*4%*	*31%*
Don't Know / (DO NOT READ OUT)	2	2	-	*	-	-	*	-	2	-	-	-
	3%	*3%*	*-%*	*7%*	*-%*	*-%*	*8%*	*-%*	*17%*	*-%*	*-%*	*-%*
NET: Satisfied	47	37	7	5	3	1	2	2	2	4	8	20
	55%	*58%*	*52%*	*81%*	*48%*	*11%*	*69%*	*100%*	*22%*	*51%*	*56%*	*67%*
NET: Dissatisfied	17	12	3	-	3	4	*	-	4	*	2	3
	20%	*19%*	*19%*	*-%*	*44%*	*63%*	*8%*	*-%*	*44%*	*2%*	*18%*	*11%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QOP3A. SUMMARY. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	DX	Pitney Bowes	TNT Express	TNT Post UK	QV4a Other (1st)	QV4a Other (3rd)	QV4b Other (1st)	QV4b Other (2nd)
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	*p
Unweighted total	12	14	4	20	8	22	11	14	5	1	5	2	3	1	19	5
Weighted total	14	9	1	18	6	20	15	14	3	*	4	2	4	*	20	9
Very Dissatisfied	-	*	-	3	*	-	2	-	-	-	-	-	-	-	-	-
	-%	6%	-%	14%	3%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	*	-	2	*	2	1	-	*	-	2	-	-	-	2	1
	5%	3%	-%	11%	7%	12%	8%	-%	6%	-%	52%	-%	-%	-%	9%	14%
Neither Satisfied Nor Dissatisfied	*	1	1	-	3	2	4	2	*	-	*	-	*	-	4	2
	1%	6%	51%	-%	42%	11%	24%	12%	13%	-%	4%	-%	12%	-%	20%	27%
Fairly Satisfied	4	3	-	4	-	2	4	2	3	-	-	-	-	-	6	1
	31%	32%	-%	23%	-%	11%	27%	14%	81%	-%	-%	-%	-%	-%	29%	17%
Very Satisfied	*	*	*	*	*	2	3	6	-	-	*	-	-	-	2	4
	1%	1%	33%	1%	4%	8%	19%	41%	-%	-%	3%	-%	-%	-%	12%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	4	*	7	3	12	2	5	-	*	2	2	3	*	6	-
	62%	50%	16%	42%	44%	58%	11%	33%	-%	100%	41%	100%	88%	100%	27%	-%
Don't Know / (DO NOT READ OUT)	-	*	-	2	-	-	-	-	-	-	-	-	-	-	*	-
	-%	2%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
NET: Satisfied	4	3	*	4	*	4	7	8	3	-	*	-	-	-	8	5
	32%	34%	33%	24%	4%	19%	46%	55%	81%	-%	3%	-%	-%	-%	41%	59%
NET: Dissatisfied	1	1	-	4	1	2	3	-	*	-	2	-	-	-	2	1
	5%	8%	-%	25%	10%	12%	19%	-%	6%	-%	52%	-%	-%	-%	9%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p

Ofcom; Business Postal Tracker

Table 129

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	1	-	1	1	-	3	1	1	2	-	-	2	10
Weighted total	14	2	-	2	*	-	5	2	*	1	-	-	1	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	81%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	*	-	-	-	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	19%	2%
Fairly Satisfied	2	2	-	-	*	-	-	-	-	-	-	-	-	2
	13%	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	14%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	-	-	2	-	-	5	2	-	1	-	-	-	11
	80%	-%	-%	100%	-%	-%	96%	100%	-%	100%	-%	-%	-%	83%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	*	-	*	-	-	-	-	-	-	2
	15%	100%	-%	-%	100%	-%	4%	-%	-%	-%	-%	-%	-%	15%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	81%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	12	-	6	-	-	4	-	2	7	2	2	1	5	4	8
Weighted total	14	-	5	-	-	4	-	5	13	*	*	*	1	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	3%	-%	-%	-%	-%	11%	-%	-%	4%	-%	-%	-%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	*
	2%	-%	7%	-%	-%	-%	-%	-%	-%	100%	-%	-%	37%	3%	1%
Fairly Satisfied	2	-	2	-	-	-	-	-	2	-	*	-	*	-	2
	13%	-%	39%	-%	-%	-%	-%	-%	13%	-%	50%	-%	21%	-%	24%
Very Satisfied	*	-	-	-	-	*	-	-	-	-	-	*	*	-	*
	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	100%	22%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	-	3	-	-	4	-	5	11	-	*	-	*	6	5
	80%	-%	54%	-%	-%	85%	-%	100%	83%	-%	50%	-%	21%	97%	66%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	2	-	-	*	-	-	2	-	*	*	*	-	2
	15%	-%	39%	-%	-%	4%	-%	-%	13%	-%	50%	100%	43%	-%	27%
NET: Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	3%	-%	-%	-%	-%	11%	-%	-%	4%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	2	1	4	3	2	10	-	2	10	4	-	2	3	1	2	-
Weighted total	14	4	*	7	*	3	11	-	3	11	8	-	*	5	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	3%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	2%	-%	-%	3%	24%	-%	3%	-%	-%	3%	-%	-%	100%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	*	2	*	-	2	*	2	-	-	-	-	*	-
	13%	-%	-%	-%	38%	58%	2%	-%	58%	2%	22%	-%	-%	-%	-%	49%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	51%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	4	-	7	*	1	10	-	1	10	6	-	-	5	-	-	-
	80%	100%	-%	97%	38%	42%	89%	-%	42%	89%	78%	-%	-%	100%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	*	2	*	-	2	*	2	-	-	-	-	*	-
	15%	-%	-%	-%	38%	58%	3%	-%	58%	3%	22%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	3%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	12	4	1	3	2	2	6	6	4	8	-	11	1
Weighted total	14	5	*	5	*	3	6	8	3	10	-	13	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	-	-	*	-	*	-	-	*	-
	3%	-%	-%	9%	-%	-%	8%	-%	15%	-%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	*	-	-	*	-	*	-	*	*
	2%	-%	100%	-%	52%	-%	-%	4%	-%	3%	-%	1%	100%
Fairly Satisfied	2	2	-	-	-	-	2	-	*	2	-	2	-
	13%	34%	-%	-%	-%	-%	30%	-%	5%	16%	-%	14%	-%
Very Satisfied	*	-	-	-	*	-	*	-	*	-	-	*	-
	1%	-%	-%	-%	48%	-%	3%	-%	6%	-%	-%	1%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	4	-	5	-	3	4	7	2	8	-	11	-
	80%	66%	-%	91%	-%	100%	59%	96%	74%	81%	-%	81%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	*	-	2	-	*	2	-	2	-
	15%	34%	-%	-%	48%	-%	33%	-%	11%	16%	-%	15%	-%
NET: Dissatisfied	*	-	-	*	-	-	*	-	*	-	-	*	-
	3%	-%	-%	9%	-%	-%	8%	-%	15%	-%	-%	4%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	12	6	2	4	11	10	11	12	5	9	8	11	-	1	10	12	6
Weighted total	14	4	4	5	11	10	11	14	6	9	5	13	-	*	11	14	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	3%	-%	-%	9%	4%	5%	4%	3%	8%	5%	9%	4%	-%	-%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	2%	7%	-%	-%	3%	3%	3%	2%	-%	3%	6%	2%	-%	-%	2%	2%	7%
Fairly Satisfied	2	*	2	-	2	2	2	2	-	*	2	2	-	-	2	2	-
	13%	4%	41%	-%	16%	18%	16%	13%	-%	2%	34%	14%	-%	-%	16%	13%	-%
Very Satisfied	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	*
	1%	-%	-%	3%	2%	2%	2%	1%	3%	-%	3%	-%	-%	100%	2%	1%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	4	2	5	8	7	8	11	5	8	3	11	-	-	8	11	4
	80%	89%	59%	88%	75%	72%	75%	80%	88%	90%	48%	81%	-%	-%	76%	80%	88%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	2	*	2	2	2	2	*	*	2	2	-	*	2	2	*
	15%	4%	41%	3%	18%	20%	18%	15%	3%	2%	38%	14%	-%	100%	18%	15%	4%
NET: Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	3%	-%	-%	9%	4%	5%	4%	3%	8%	5%	9%	4%	-%	-%	4%	3%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	12	10	7	-	-	11	12	12	12	12	12	-	8	11	8	4	8	-
Weighted total	14	13	7	-	-	13	14	14	14	14	14	-	8	11	5	3	10	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	*	*	-	-
	3%	-%	7%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	4%	10%	15%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	2%	1%	2%	-%	-%	1%	2%	2%	2%	2%	2%	-%	4%	3%	6%	6%	1%	-%
Fairly Satisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	13%	14%	-%	-%	-%	14%	13%	13%	13%	13%	13%	-%	22%	16%	4%	-%	18%	-%
Very Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	1%	1%	3%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	2%	4%	-%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	11	6	-	-	11	11	11	11	11	11	-	6	8	4	3	8	-
	80%	84%	89%	-%	-%	81%	80%	80%	80%	80%	80%	-%	74%	75%	77%	79%	80%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	*	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	15%	16%	3%	-%	-%	15%	15%	15%	15%	15%	15%	-%	22%	18%	7%	-%	19%	-%
NET: Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	*	*	-	-
	3%	-%	7%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	4%	10%	15%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	12	3	-	8	8	4	11	1	6	2	5	6	5	7
Weighted total	14	3	-	9	7	7	13	*	5	5	8	5	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	-	*	-	-	-	*	-	*	-
	3%	-%	-%	6%	7%	-%	4%	-%	-%	-%	6%	-%	8%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	*	-	*	-	*	-	-	*	*	*
	2%	7%	-%	1%	4%	-%	2%	-%	2%	-%	-%	2%	4%	1%
Fairly Satisfied	2	-	-	2	-	2	2	-	*	-	2	*	*	2
	13%	-%	-%	21%	-%	28%	14%	-%	3%	-%	21%	3%	3%	20%
Very Satisfied	*	-	-	*	*	-	-	*	*	-	-	*	-	*
	1%	-%	-%	2%	3%	-%	-%	100%	3%	-%	-%	3%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	3	-	6	6	5	11	-	5	5	6	5	5	6
	80%	93%	-%	70%	86%	72%	81%	-%	91%	100%	74%	91%	85%	76%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	2	*	2	2	*	*	-	2	*	*	2
	15%	-%	-%	24%	3%	28%	14%	100%	7%	-%	21%	7%	3%	23%
NET: Dissatisfied	*	-	-	*	*	-	*	-	-	-	*	-	*	-
	3%	-%	-%	6%	7%	-%	4%	-%	-%	-%	6%	-%	8%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)
Base: All of the respondents who have contacted DHL with a complaint

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	12	7	1	2	3	2	1	1	1	1	1
Weighted total	14	8	2	3	2	*	*	1	2	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	*	-	-	-	-	-	-
	3%	6%	-%	-%	20%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	-	*	-	-	-	-
	2%	-%	-%	4%	-%	-%	100%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	2	*	-	-	-	-	-
	13%	22%	-%	-%	72%	49%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	-	-	-	-	-
	1%	2%	-%	-%	-%	51%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	6	2	2	*	-	-	1	2	2	2
	80%	71%	100%	96%	8%	-%	-%	100%	100%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	2	*	-	-	-	-	-
	15%	24%	-%	-%	72%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	*	-	-	-	-	-	-
	3%	6%	-%	-%	20%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	1	1	-	2	1	1	2	3	1	-	-	2	12
Weighted total	9	*	*	-	*	*	3	3	1	1	-	-	1	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	3	*	-	-	-	*	-	2	*	-	-	-	-	3
	35%	100%	-%	-%	-%	100%	-%	93%	31%	-%	-%	-%	-%	38%
Very Satisfied	1	-	*	-	*	-	-	-	-	-	-	-	1	*
	11%	-%	100%	-%	50%	-%	-%	-%	-%	-%	-%	-%	100%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	-	-	*	-	3	*	-	1	-	-	-	4
	50%	-%	-%	-%	50%	-%	100%	7%	-%	100%	-%	-%	-%	54%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	69%	-%	-%	-%	-%	5%
NET: Satisfied	4	*	*	-	*	*	-	2	*	-	-	-	1	3
	46%	100%	100%	-%	50%	100%	-%	93%	31%	-%	-%	-%	100%	42%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	5	-	-	2	1	6	4	6	3	1	10	9	5
Weighted total	9	-	1	-	-	3	1	3	7	1	1	*	2	5	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	3	-	*	-	-	-	-	3	2	*	*	-	1	*	3
	35%	-%	16%	-%	-%	-%	-%	86%	35%	40%	32%	-%	33%	3%	81%
Very Satisfied	1	-	1	-	-	*	-	*	*	*	*	-	*	*	*
	11%	-%	53%	-%	-%	6%	-%	3%	7%	26%	34%	-%	26%	9%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	*	-	-	3	1	*	4	-	*	*	*	4	*
	50%	-%	14%	-%	-%	94%	100%	6%	58%	-%	34%	100%	20%	80%	5%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	*	-	-	*	*	-
	4%	-%	16%	-%	-%	-%	-%	5%	-%	34%	-%	-%	21%	7%	-%
NET: Satisfied	4	-	1	-	-	*	-	3	3	1	*	-	1	1	3
	46%	-%	69%	-%	-%	6%	-%	89%	42%	66%	66%	-%	59%	12%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	14	1	1	5	2	4	10	-	4	10	2	3	4	1	1	2	-
Weighted total	9	3	*	1	*	2	7	-	2	7	5	1	2	*	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	3	-	-	*	-	*	3	-	*	3	2	-	*	*	-	-	-
	35%	-%	-%	15%	-%	13%	41%	-%	13%	41%	47%	-%	13%	100%	-%	-%	-%
Very Satisfied	1	-	*	1	*	*	1	-	*	1	-	*	*	-	*	*	-
	11%	-%	100%	52%	50%	10%	11%	-%	10%	11%	-%	57%	6%	-%	100%	50%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	3	-	-	*	1	3	-	1	3	3	*	1	-	-	*	-
	50%	100%	-%	-%	50%	68%	45%	-%	68%	45%	53%	22%	69%	-%	-%	50%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	*	-	*	*	-	-	-	-
	4%	-%	-%	33%	-%	10%	3%	-%	10%	3%	-%	20%	12%	-%	-%	-%	-%
NET: Satisfied	4	-	*	1	*	*	4	-	*	4	2	*	*	*	*	*	-
	46%	-%	100%	67%	50%	22%	52%	-%	22%	52%	47%	57%	19%	100%	100%	50%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**14**	7	4	2	1	-	7	7	5	9	-	11	3
Weighted total	**9**	5	3	1	*	-	2	6	2	7	-	8	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**3**	*	3	-	-	-	*	3	*	3	-	3	*
	35%	*9%*	*88%*	*-%*	*-%*	*-%*	*10%*	*44%*	*11%*	*42%*	*-%*	*36%*	*23%*
Very Satisfied	**1**	*	*	1	-	-	*	*	*	1	-	*	*
	11%	*3%*	*6%*	*100%*	*-%*	*-%*	*20%*	*7%*	*9%*	*11%*	*-%*	*6%*	*54%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**4**	4	*	-	-	-	1	3	1	3	-	4	-
	50%	*84%*	*6%*	*-%*	*-%*	*-%*	*62%*	*46%*	*71%*	*44%*	*-%*	*56%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	-	*	*	*	*	-	*	*
	4%	*3%*	*-%*	*-%*	*100%*	*-%*	*8%*	*3%*	*9%*	*3%*	*-%*	*2%*	*23%*
NET: Satisfied	**4**	1	3	1	-	-	1	3	*	4	-	3	1
	46%	*12%*	*94%*	*100%*	*-%*	*-%*	*30%*	*51%*	*20%*	*53%*	*-%*	*42%*	*77%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	14	7	5	2	12	10	12	10	5	7	10	12	-	2	10	13	6
Weighted total	9	4	4	*	6	3	6	4	2	1	5	7	-	1	5	6	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	3	*	3	*	3	*	3	3	*	*	3	3	-	-	3	3	*
	35%	5%	63%	56%	49%	6%	49%	65%	12%	11%	52%	42%	-%	-%	52%	51%	15%
Very Satisfied	1	*	*	*	1	1	1	1	*	1	*	1	-	-	1	1	1
	11%	12%	7%	44%	16%	31%	16%	22%	24%	63%	9%	13%	-%	-%	12%	16%	70%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	3	1	-	2	2	2	*	1	*	2	3	-	1	2	2	-
	50%	75%	30%	-%	28%	52%	28%	8%	64%	12%	32%	40%	-%	100%	29%	27%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	4%	9%	-%	-%	7%	12%	7%	5%	-%	14%	7%	5%	-%	-%	7%	6%	15%
NET: Satisfied	4	1	3	*	4	1	4	4	1	1	3	4	-	-	3	4	1
	46%	16%	70%	100%	66%	36%	66%	87%	36%	74%	61%	55%	-%	-%	64%	67%	85%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	14	9	7	2	-	8	14	13	14	12	14	-	9	14	7	6	6	2
Weighted total	9	3	4	*	-	7	9	8	9	8	9	-	6	9	2	6	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	3	*	3	-	-	3	3	3	3	3	3	-	*	3	*	3	*	-
	35%	15%	59%	-%	-%	39%	35%	33%	35%	34%	35%	-%	8%	35%	13%	42%	20%	-%
Very Satisfied	1	*	*	*	-	*	1	1	1	1	1	-	1	1	1	1	*	*
	11%	18%	10%	100%	-%	2%	11%	11%	11%	11%	11%	-%	12%	11%	50%	11%	8%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	1	-	-	4	4	4	4	4	4	-	4	4	*	3	2	-
	50%	61%	31%	-%	-%	60%	50%	51%	50%	52%	50%	-%	77%	50%	24%	44%	73%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	*
	4%	7%	-%	-%	-%	-%	4%	4%	4%	2%	4%	-%	4%	4%	13%	3%	-%	61%
NET: Satisfied	4	1	3	*	-	3	4	4	4	4	4	-	1	4	1	3	1	*
	46%	33%	69%	100%	-%	40%	46%	45%	46%	46%	46%	-%	19%	46%	63%	53%	27%	39%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	6	3	5	12	2	14	-	9	-	4	7	8	6
Weighted total	9	7	1	1	8	*	9	-	7	-	3	5	4	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	3	2	-	1	3	*	3	-	3	-	3	*	3	*
	35%	35%	-%	63%	34%	53%	35%	-%	36%	-%	90%	4%	77%	4%
Very Satisfied	1	*	1	-	1	-	1	-	*	-	*	*	*	*
	11%	4%	78%	-%	11%	-%	11%	-%	6%	-%	10%	4%	13%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	*	*	4	*	4	-	4	-	-	4	*	4
	50%	58%	22%	19%	50%	47%	50%	-%	58%	-%	-%	89%	5%	83%
Don't Know / (DO NOT READ OUT)	*	*	-	*	*	-	*	-	-	-	-	*	*	*
	4%	3%	-%	18%	5%	-%	4%	-%	-%	-%	-%	4%	6%	3%
NET: Satisfied	4	3	1	1	4	*	4	-	3	-	3	*	3	1
	46%	39%	78%	63%	45%	53%	46%	-%	42%	-%	100%	7%	90%	14%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)
Base: All of the respondents who have contacted TNT with a complaint

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	**14**	12	-	3	4	2	1	2	2
Weighted total	**9**	8	-	3	1	*	*	4	*
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**3**	3	-	3	-	-	-	-	*
	35%	*37%*	-%	*94%*	-%	-%	-%	-%	*100%*
Very Satisfied	**1**	1	-	-	1	-	-	-	-
	11%	*9%*	-%	-%	*100%*	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**4**	4	-	-	-	*	-	4	-
	50%	*52%*	-%	-%	-%	*100%*	-%	*100%*	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	*	-	-
	4%	*2%*	-%	*6%*	-%	-%	*100%*	-%	-%
NET: Satisfied	**4**	4	-	3	1	-	-	-	*
	46%	*46%*	-%	*94%*	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	-	1	1	-	1	-	-	1	3
Weighted total	1	-	-	-	-	-	*	*	-	*	-	-	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	-	*	*	-	-	-	-	-	1
	51%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	76%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	16%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	24%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	*	*	-	-	-	-	*	1
	84%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	4	-	3	-	-	1	-	-	1	2	-	1	3	1	3
Weighted total	1	-	1	-	-	*	-	-	*	1	-	*	1	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	-	-	*	-	-	-	1	-	-	1	-	1
	51%	-%	34%	-%	-%	100%	-%	-%	-%	100%	-%	-%	76%	-%	60%
Very Satisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	33%	-%	45%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	16%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	100%	24%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	1	-	-	*	-	-	*	1	-	-	1	-	1
	84%	-%	79%	-%	-%	100%	-%	-%	100%	100%	-%	-%	76%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	-	-	2	1	1	3	-	1	3	1	1	-	-	1	-	-
Weighted total	1	-	-	1	*	*	1	-	*	1	*	*	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	*	-	*	*	-	*	*	*	-	-	-	-	-	-
	51%	-%	-%	43%	-%	100%	34%	-%	100%	34%	100%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	33%	-%	-%	57%	-%	-%	45%	-%	-%	45%	-%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	16%	-%	-%	-%	100%	-%	21%	-%	-%	21%	-%	-%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	-	*	1	-	*	1	*	*	-	-	-	-	-
	84%	-%	-%	100%	-%	100%	79%	-%	100%	79%	100%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	4	1	-	1	1	1	1	3	1	3	-	3	1
Weighted total	1	*	-	*	*	*	*	1	*	1	-	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	-	-	*	-	1	-	1	-	1	-
	51%	100%	-%	-%	-%	100%	-%	60%	-%	60%	-%	76%	-%
Very Satisfied	*	-	-	*	-	-	-	*	-	*	-	-	*
	33%	-%	-%	100%	-%	-%	-%	40%	-%	40%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	*	-	*	-	-	*	-
	16%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	24%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	*	-	*	-	1	-	1	-	1	*
	84%	100%	-%	100%	-%	100%	-%	100%	-%	100%	-%	76%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	1	2	2	2	4	1	3	2	4	-	-	3	2	2
Weighted total	1	1	*	*	1	1	1	1	*	1	1	1	-	-	1	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	*	-	-	-	1	-	1	*	1	-	-	*	-	-
	51%	43%	-%	100%	-%	-%	-%	51%	-%	60%	62%	51%	-%	-%	34%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	33%	57%	-%	-%	68%	68%	68%	33%	-%	40%	-%	33%	-%	-%	45%	68%	68%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	16%	-%	100%	-%	32%	32%	32%	16%	100%	-%	38%	16%	-%	-%	21%	32%	32%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	*	*	*	1	-	1	*	1	-	-	1	*	*
	84%	100%	-%	100%	68%	68%	68%	84%	-%	100%	62%	84%	-%	-%	79%	68%	68%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	4	1	1	1	-	2	4	4	4	4	4	-	4	4	4	2	2	-
Weighted total	1	*	*	*	-	1	1	1	1	1	1	-	1	1	1	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	1	1	1	1	1	1	-	1	1	1	*	*	-
	51%	-%	-%	-%	-%	100%	51%	51%	51%	51%	51%	-%	51%	51%	51%	43%	62%	-%
Very Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	33%	-%	-%	-%	-%	-%	33%	33%	33%	33%	33%	-%	33%	33%	33%	57%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	16%	100%	100%	100%	-%	-%	16%	16%	16%	16%	16%	-%	16%	16%	16%	-%	38%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	84%	-%	-%	-%	-%	100%	84%	84%	84%	84%	84%	-%	84%	84%	84%	100%	62%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	4	1	1	2	3	1	4	-	3	-	-	3	2	2
Weighted total	1	*	*	1	1	*	1	-	1	-	-	1	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	*	1	-	1	-	1	-	-	1	*	*
	51%	100%	-%	62%	60%	-%	51%	-%	76%	-%	-%	76%	62%	43%
Very Satisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	33%	-%	100%	-%	40%	-%	33%	-%	-%	-%	-%	-%	-%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	16%	-%	-%	38%	-%	100%	16%	-%	24%	-%	-%	24%	38%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	1	-	1	-	1	-	-	1	*	1
	84%	100%	100%	62%	100%	-%	84%	-%	76%	-%	-%	76%	62%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)
Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Satisfaction with other main provider		Month	Month	Month	
		Satisfied	Dissatisfied	Feb	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b
Unweighted total	4	3	-	1	1	1	1
Weighted total	1	1	-	*	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	-	-	*	*
	51%	34%	-%	-%	-%	100%	100%
Very Satisfied	*	*	-	*	-	-	-
	33%	45%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	-	-
	16%	21%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	-	*	*
	84%	79%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

Ofcom; Business Postal Tracker

Table 132

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	20	1	-	-	2	1	3	1	1	3	2	4	2	12
Weighted total	18	2	-	-	2	*	5	2	2	2	1	1	1	15
Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	13%	-%	-%	-%	-%	-%	49%	-%	-%	-%	-%	-%	-%	16%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	*	-	2
	10%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	9%	-%	11%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	9%	-%	1%
Fairly Satisfied	4	-	-	-	1	-	2	-	-	-	-	-	-	4
	20%	-%	-%	-%	50%	-%	48%	-%	-%	-%	-%	-%	-%	24%
Very Satisfied	1	-	-	-	-	-	*	-	-	-	-	-	*	*
	4%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	52%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	2	-	-	1	*	-	2	-	*	1	*	*	6
	42%	100%	-%	-%	50%	100%	-%	100%	-%	11%	100%	41%	48%	38%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	1	-	*	-	1
	9%	-%	-%	-%	-%	-%	-%	-%	-%	75%	-%	41%	-%	8%
NET: Satisfied	4	-	-	-	1	-	3	-	-	-	-	-	*	4
	24%	-%	-%	-%	50%	-%	51%	-%	-%	-%	-%	-%	52%	25%
NET: Dissatisfied	4	-	-	-	-	-	2	-	2	-	-	*	-	4
	23%	-%	-%	-%	-%	-%	49%	-%	100%	-%	-%	9%	-%	27%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	20	-	7	-	-	10	-	3	14	2	1	3	6	8	12
Weighted total	18	-	7	-	-	7	-	3	17	*	*	1	1	9	9
Very Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	13%	-%	32%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	26%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	2	*	-	-	*	-	2
	10%	-%	24%	-%	-%	-%	-%	-%	10%	50%	-%	-%	10%	-%	20%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	-	-	-	*	-	*	*	*	*
	2%	-%	3%	-%	-%	1%	-%	-%	-%	50%	-%	35%	32%	2%	1%
Fairly Satisfied	4	-	-	-	-	1	-	2	4	-	-	-	-	1	2
	20%	-%	-%	-%	-%	17%	-%	77%	21%	-%	-%	-%	-%	14%	27%
Very Satisfied	1	-	*	-	-	*	-	-	*	-	-	*	*	-	1
	4%	-%	6%	-%	-%	2%	-%	-%	3%	-%	-%	29%	18%	-%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	-	3	-	-	4	-	1	7	-	*	*	*	5	2
	42%	-%	34%	-%	-%	57%	-%	23%	42%	-%	100%	37%	40%	57%	26%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	9%	-%	-%	-%	-%	23%	-%	-%	10%	-%	-%	-%	-%	-%	19%
NET: Satisfied	4	-	*	-	-	1	-	2	4	-	-	*	*	1	3
	24%	-%	6%	-%	-%	19%	-%	77%	24%	-%	-%	29%	18%	14%	34%
NET: Dissatisfied	4	-	4	-	-	-	-	-	4	*	-	-	*	2	2
	23%	-%	56%	-%	-%	-%	-%	-%	24%	50%	-%	-%	10%	26%	20%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**20**	7	2	4	3	3	17	-	3	17	5	6	1	3	2	3	-
Weighted total	**18**	10	1	3	1	3	15	-	3	15	8	4	2	2	*	1	-
Very Dissatisfied	**2**	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	13%	*25%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*16%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	-	-	*	-	2	*	-	2	*	-	2	-	-	-	-	-
	10%	*-%*	*-%*	*3%*	*-%*	*65%*	*1%*	*-%*	*65%*	*1%*	*-%*	*40%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	2%	*-%*	*-%*	*-%*	*65%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
Fairly Satisfied	**4**	-	-	2	-	-	4	-	-	4	2	1	-	-	-	-	-
	20%	*-%*	*-%*	*74%*	*-%*	*-%*	*23%*	*-%*	*-%*	*23%*	*29%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	**1**	-	-	*	-	-	1	-	-	1	-	*	-	-	-	*	-
	4%	*-%*	*-%*	*15%*	*-%*	*-%*	*4%*	*-%*	*-%*	*4%*	*-%*	*11%*	*-%*	*-%*	*-%*	*21%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**7**	6	*	*	*	1	7	-	1	7	6	1	-	*	-	1	-
	42%	*63%*	*48%*	*7%*	*35%*	*35%*	*43%*	*-%*	*35%*	*43%*	*71%*	*21%*	*-%*	*9%*	*-%*	*79%*	*-%*
Don't Know / (DO NOT READ OUT)	**2**	1	*	-	-	-	2	-	-	2	-	-	-	2	-	-	-
	9%	*12%*	*52%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*91%*	*-%*	*-%*	*-%*
NET: Satisfied	**4**	-	-	3	-	-	4	-	-	4	2	2	-	-	-	*	-
	24%	*-%*	*-%*	*89%*	*-%*	*-%*	*28%*	*-%*	*-%*	*28%*	*29%*	*39%*	*-%*	*-%*	*-%*	*21%*	*-%*
NET: Dissatisfied	**4**	2	-	*	-	2	3	-	2	3	-	2	2	-	-	-	-
	23%	*25%*	*-%*	*3%*	*-%*	*65%*	*16%*	*-%*	*65%*	*16%*	*-%*	*40%*	*100%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**20**	3	3	7	3	4	10	10	6	14	-	19	1
Weighted total	**18**	3	2	8	2	2	5	13	3	15	-	17	*
Very Dissatisfied	**2**	-	-	2	-	-	-	2	-	2	-	2	-
	13%	-%	-%	*28%*	-%	-%	-%	*19%*	-%	*16%*	-%	*14%*	-%
Fairly Dissatisfied	**2**	-	-	2	-	-	-	2	-	2	-	2	-
	10%	-%	-%	*21%*	-%	-%	-%	*14%*	-%	*12%*	-%	*10%*	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	*	*	-	*	*	-	*	-
	2%	-%	-%	-%	*14%*	*4%*	*7%*	-%	*8%*	*1%*	-%	*2%*	-%
Fairly Satisfied	**4**	2	1	-	-	-	1	2	-	4	-	4	-
	20%	*72%*	*58%*	-%	-%	-%	*25%*	*18%*	-%	*24%*	-%	*21%*	-%
Very Satisfied	**1**	-	-	*	*	-	*	*	*	*	-	*	*
	4%	-%	-%	*6%*	*11%*	-%	*4%*	*4%*	*7%*	*3%*	-%	*1%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**7**	*	1	3	1	2	2	6	1	6	-	7	-
	42%	*13%*	*42%*	*31%*	*75%*	*96%*	*32%*	*46%*	*42%*	*42%*	-%	*43%*	-%
Don't Know / (DO NOT READ OUT)	**2**	*	-	1	-	-	2	-	1	*	-	2	-
	9%	*14%*	-%	*14%*	-%	-%	*33%*	-%	*43%*	*3%*	-%	*10%*	-%
NET: Satisfied	**4**	2	1	*	*	-	1	3	*	4	-	4	*
	24%	*72%*	*58%*	*6%*	*11%*	-%	*28%*	*22%*	*7%*	*27%*	-%	*22%*	*100%*
NET: Dissatisfied	**4**	-	-	4	-	-	-	4	-	4	-	4	-
	23%	-%	-%	*49%*	-%	-%	-%	*32%*	-%	*28%*	-%	*24%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	20	8	2	10	17	13	17	20	8	17	13	19	-	1	15	18	10
Weighted total	18	7	3	8	13	9	13	18	2	17	11	18	-	*	12	16	5
Very Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	13%	-%	92%	-%	18%	27%	18%	13%	-%	14%	21%	14%	-%	-%	-%	15%	-%
Fairly Dissatisfied	2	2	-	-	2	*	2	2	-	2	2	2	-	-	2	2	*
	10%	26%	-%	-%	13%	1%	13%	10%	-%	10%	15%	10%	-%	-%	13%	11%	2%
Neither Satisfied Nor Dissatisfied	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	2%	-%	8%	1%	2%	4%	2%	2%	14%	1%	3%	2%	-%	-%	3%	2%	7%
Fairly Satisfied	4	4	-	-	1	-	1	4	-	4	4	4	-	-	2	4	-
	20%	52%	-%	-%	9%	-%	9%	20%	-%	21%	32%	20%	-%	-%	19%	23%	-%
Very Satisfied	1	*	-	*	1	1	1	1	*	*	*	*	-	*	1	1	1
	4%	7%	-%	2%	5%	7%	5%	4%	8%	3%	2%	3%	-%	100%	5%	4%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	1	-	7	5	4	5	7	1	7	3	7	-	-	7	5	2
	42%	9%	-%	82%	40%	47%	40%	42%	57%	41%	27%	42%	-%	-%	56%	34%	50%
Don't Know / (DO NOT READ OUT)	2	*	-	1	2	1	2	2	*	2	-	2	-	-	*	2	1
	9%	7%	-%	14%	12%	14%	12%	9%	21%	10%	-%	9%	-%	-%	4%	11%	26%
NET: Satisfied	4	4	-	*	2	1	2	4	*	4	4	4	-	*	3	4	1
	24%	59%	-%	2%	14%	7%	14%	24%	8%	24%	34%	23%	-%	100%	24%	27%	14%
NET: Dissatisfied	4	2	2	-	4	3	4	4	-	4	4	4	-	-	2	4	*
	23%	26%	92%	-%	31%	28%	31%	23%	-%	24%	36%	23%	-%	-%	13%	26%	2%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	20	13	14	3	-	14	20	19	20	20	20	-	15	19	10	6	13	1
Weighted total	18	12	11	2	-	15	18	16	18	18	18	-	11	16	7	6	12	*
Very Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	13%	-%	22%	-%	-%	16%	13%	15%	13%	13%	13%	-%	-%	15%	-%	-%	20%	-%
Fairly Dissatisfied	2	2	*	*	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	10%	14%	1%	7%	-%	11%	10%	11%	10%	10%	10%	-%	15%	11%	2%	-%	14%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	*
	2%	2%	3%	14%	-%	-%	2%	2%	2%	2%	2%	-%	3%	2%	3%	-%	2%	100%
Fairly Satisfied	4	4	1	-	-	4	4	4	4	4	4	-	1	4	2	2	1	-
	20%	31%	11%	-%	-%	23%	20%	22%	20%	20%	20%	-%	11%	23%	36%	42%	10%	-%
Very Satisfied	1	*	*	-	-	*	1	1	1	1	1	-	*	1	1	*	*	-
	4%	2%	2%	-%	-%	1%	4%	4%	4%	4%	4%	-%	4%	4%	10%	8%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	5	5	1	-	6	7	6	7	7	7	-	6	5	2	3	5	-
	42%	47%	45%	79%	-%	38%	42%	36%	42%	42%	42%	-%	52%	33%	31%	49%	39%	-%
Don't Know / (DO NOT READ OUT)	2	*	2	-	-	2	2	2	2	2	2	-	2	2	1	-	2	-
	9%	4%	15%	-%	-%	11%	9%	10%	9%	9%	9%	-%	15%	11%	18%	-%	14%	-%
NET: Satisfied	4	4	1	-	-	4	4	4	4	4	4	-	2	4	3	3	1	-
	24%	33%	13%	-%	-%	25%	24%	26%	24%	24%	24%	-%	15%	27%	45%	51%	12%	-%
NET: Dissatisfied	4	2	3	*	-	4	4	4	4	4	4	-	2	4	*	-	4	-
	23%	14%	23%	7%	-%	26%	23%	26%	23%	23%	23%	-%	15%	27%	2%	-%	34%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	20	6	5	9	14	6	19	1	14	2	7	12	8	12
Weighted total	18	6	5	7	10	8	18	*	12	4	8	9	9	9
Very Dissatisfied	2	-	2	-	-	2	2	-	2	-	2	-	2	-
	13%	-%	46%	-%	-%	29%	14%	-%	21%	-%	30%	-%	27%	-%
Fairly Dissatisfied	2	-	-	2	2	-	2	-	*	2	-	2	2	*
	10%	-%	-%	25%	18%	-%	10%	-%	1%	41%	-%	19%	19%	1%
Neither Satisfied Nor Dissatisfied	*	*	-	*	*	*	*	-	*	-	*	*	*	-
	2%	2%	-%	3%	1%	3%	2%	-%	2%	-%	1%	2%	4%	-%
Fairly Satisfied	4	2	-	1	4	-	4	-	4	-	1	2	2	1
	20%	43%	-%	17%	38%	-%	20%	-%	31%	-%	15%	25%	27%	14%
Very Satisfied	1	-	*	*	1	-	*	*	*	-	-	*	-	1
	4%	-%	9%	3%	7%	-%	3%	100%	2%	-%	-%	2%	-%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	2	2	3	3	4	7	-	3	2	3	4	2	6
	42%	33%	45%	46%	31%	54%	42%	-%	29%	59%	38%	47%	19%	64%
Don't Know / (DO NOT READ OUT)	2	1	-	*	*	1	2	-	2	-	1	*	*	1
	9%	22%	-%	7%	5%	15%	9%	-%	14%	-%	15%	5%	5%	13%
NET: Satisfied	4	2	*	1	4	-	4	*	4	-	1	3	2	2
	24%	43%	9%	20%	44%	-%	23%	100%	33%	-%	15%	27%	27%	21%
NET: Dissatisfied	4	-	2	2	2	2	4	-	3	2	2	2	4	*
	23%	-%	46%	25%	18%	29%	23%	-%	22%	41%	30%	19%	46%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All of the respondents who have contacted UPS with a complaint

		Satisfaction with other main provider		Month			Month	Month	
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Jun	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*a	*b
Unweighted total	20	15	2	1	5	3	4	3	4
Weighted total	18	12	5	*	3	4	2	4	4
Very Dissatisfied	2	-	2	-	-	2	-	-	-
	13%	-%	50%	-%	-%	57%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	-	*	-
	10%	14%	-%	-%	-%	39%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	*
	2%	2%	-%	-%	-%	-%	10%	-%	3%
Fairly Satisfied	4	1	2	-	-	-	-	1	2
	20%	10%	50%	-%	-%	-%	-%	33%	60%
Very Satisfied	1	1	-	-	*	*	-	-	-
	4%	5%	-%	-%	15%	4%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	7	7	-	-	3	-	1	2	1
	42%	55%	-%	-%	85%	-%	38%	64%	37%
Don't Know / (DO NOT READ OUT)	2	2	-	*	-	-	1	-	-
	9%	14%	-%	100%	-%	-%	53%	-%	-%
NET: Satisfied	4	2	2	-	*	*	-	1	2
	24%	15%	50%	-%	15%	4%	-%	33%	60%
NET: Dissatisfied	4	2	2	-	-	4	-	*	-
	23%	14%	50%	-%	-%	96%	-%	3%	-%

Columns Tested: a,b - a,b,c - a,b

Ofcom; Business Postal Tracker

Table 133

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	8	1	-	-	1	-	1	-	1	1	2	-	1	5
Weighted total	6	1	-	-	*	-	2	-	*	1	1	-	*	5
Very Dissatisfied	1	-	-	-	-	-	-	-	*	1	-	-	-	1
	22%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	26%
Fairly Dissatisfied	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	23%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	*	-	-	-	-	-	*	-	*	*
	11%	-%	-%	-%	100%	-%	-%	-%	-%	-%	50%	-%	100%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	2	-	-	-	*	-	-	2
	44%	-%	-%	-%	-%	-%	100%	-%	-%	-%	50%	-%	-%	43%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	*	-	-	-	-	-	*	-	*	*
	11%	-%	-%	-%	100%	-%	-%	-%	-%	-%	50%	-%	100%	3%
NET: Dissatisfied	3	1	-	-	-	-	-	-	*	1	-	-	-	3
	45%	100%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	53%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	8	-	1	-	-	4	-	3	5	3	-	-	3	3	5
Weighted total	6	-	*	-	-	2	-	4	6	*	-	-	*	2	5
Very Dissatisfied	1	-	-	-	-	1	-	-	1	*	-	-	*	1	-
	22%	-%	-%	-%	-%	73%	-%	-%	21%	41%	-%	-%	41%	94%	-%
Fairly Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	23%	-%	-%	-%	-%	-%	-%	35%	25%	-%	-%	-%	-%	-%	30%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	*	-	-	1	-	-	*	*	-	-	*	*	1
	11%	-%	100%	-%	-%	27%	-%	-%	7%	59%	-%	-%	59%	6%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	3	3	-	-	-	-	-	3
	44%	-%	-%	-%	-%	-%	-%	65%	47%	-%	-%	-%	-%	-%	57%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	1	-	-	*	*	-	-	*	*	1
	11%	-%	100%	-%	-%	27%	-%	-%	7%	59%	-%	-%	59%	6%	12%
NET: Dissatisfied	3	-	-	-	-	1	-	1	3	*	-	-	*	1	1
	45%	-%	-%	-%	-%	73%	-%	35%	46%	41%	-%	-%	41%	94%	30%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**8**	5	2	-	-	3	5	-	3	5	3	1	-	2	1	-	-
Weighted total	**6**	6	1	-	-	3	3	-	3	3	2	2	-	*	*	-	-
Very Dissatisfied	**1**	1	*	-	-	*	1	-	*	1	1	-	-	*	-	-	-
	22%	*22%*	*30%*	*-%*	*-%*	*6%*	*36%*	*-%*	*6%*	*36%*	*59%*	*-%*	*-%*	*52%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**1**	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	23%	*26%*	*-%*	*-%*	*-%*	*-%*	*43%*	*-%*	*-%*	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	**1**	*	*	-	-	-	1	-	-	1	*	-	-	*	*	-	-
	11%	*3%*	*70%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*	*21%*	*21%*	*-%*	*-%*	*48%*	*100%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	3	-	-	-	3	-	-	3	-	*	2	-	-	-	-	-
	44%	*49%*	*-%*	*-%*	*-%*	*94%*	*-%*	*-%*	*94%*	*-%*	*21%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1**	*	*	-	-	-	1	-	-	1	*	-	-	*	*	-	-
	11%	*3%*	*70%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*	*21%*	*21%*	*-%*	*-%*	*48%*	*100%*	*-%*	*-%*
NET: Dissatisfied	**3**	3	*	-	-	*	3	-	*	3	1	-	-	*	-	-	-
	45%	*48%*	*30%*	*-%*	*-%*	*6%*	*79%*	*-%*	*6%*	*79%*	*59%*	*-%*	*-%*	*52%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**8**	4	2	-	1	1	4	4	2	6	-	8	-
Weighted total	**6**	4	2	-	*	*	4	3	1	5	-	6	-
Very Dissatisfied	**1**	*	1	-	-	-	1	-	1	-	-	1	-
	22%	*4%*	*74%*	*-%*	*-%*	*-%*	*37%*	*-%*	*100%*	*-%*	*-%*	*22%*	*-%*
Fairly Dissatisfied	**1**	1	-	-	-	-	-	1	-	1	-	1	-
	23%	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*-%*	*30%*	*-%*	*23%*	*-%*
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	**1**	-	*	-	*	*	*	1	-	1	-	1	-
	11%	*-%*	*26%*	*-%*	*100%*	*100%*	*2%*	*24%*	*-%*	*14%*	*-%*	*11%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	3	-	-	-	-	2	*	-	3	-	3	-
	44%	*63%*	*-%*	*-%*	*-%*	*-%*	*61%*	*17%*	*-%*	*56%*	*-%*	*44%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1**	-	*	-	*	*	*	1	-	1	-	1	-
	11%	*-%*	*26%*	*-%*	*100%*	*100%*	*2%*	*24%*	*-%*	*14%*	*-%*	*11%*	*-%*
NET: Dissatisfied	**3**	2	1	-	-	-	1	1	1	1	-	3	-
	45%	*37%*	*74%*	*-%*	*-%*	*-%*	*37%*	*59%*	*100%*	*30%*	*-%*	*45%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	8	4	1	3	5	6	7	7	4	5	4	6	-	2	6	6	2
Weighted total	6	3	*	3	4	4	6	6	3	3	4	4	-	3	6	4	1
Very Dissatisfied	1	*	-	1	1	1	1	1	*	1	1	1	-	*	1	1	1
	22%	6%	-%	44%	32%	40%	24%	20%	7%	36%	36%	32%	-%	7%	20%	32%	93%
Fairly Dissatisfied	1	-	-	1	-	1	1	1	-	1	-	1	-	-	1	-	-
	23%	-%	-%	53%	-%	41%	25%	24%	-%	43%	-%	38%	-%	-%	24%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	*	*	*	*	*	*	1	*	1	*	1	-	-	1	*	*
	11%	13%	100%	3%	4%	8%	5%	11%	10%	21%	4%	18%	-%	-%	10%	6%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	3	*	3	3	2	-	2	*	-	2	3	3	-
	44%	82%	-%	-%	64%	12%	47%	45%	84%	-%	60%	11%	-%	93%	46%	62%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	*	*	*	1	*	1	*	1	-	-	1	*	*
	11%	13%	100%	3%	4%	8%	5%	11%	10%	21%	4%	18%	-%	-%	10%	6%	7%
NET: Dissatisfied	3	*	-	3	1	3	3	3	*	3	1	3	-	*	3	1	1
	45%	6%	-%	97%	32%	80%	49%	44%	7%	79%	36%	70%	-%	7%	44%	32%	93%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	8	6	4	1	-	6	8	7	8	7	8	-	6	8	-	2	6	-
Weighted total	6	4	3	*	-	6	6	4	6	4	6	-	4	6	-	2	4	-
Very Dissatisfied	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	22%	32%	6%	-%	-%	24%	22%	35%	22%	35%	22%	-%	37%	22%	-%	-%	36%	-%
Fairly Dissatisfied	1	-	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	23%	-%	-%	-%	-%	25%	23%	36%	23%	36%	23%	-%	38%	23%	-%	-%	37%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	*	*	*	-	*	1	1	1	1	1	-	1	1	-	*	1	-
	11%	6%	3%	100%	-%	3%	11%	17%	11%	17%	11%	-%	14%	11%	-%	4%	15%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	-	-	3	3	*	3	*	3	-	*	3	-	2	*	-
	44%	62%	91%	-%	-%	48%	44%	11%	44%	11%	44%	-%	11%	44%	-%	96%	11%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	-	*	1	1	1	1	1	-	1	1	-	*	1	-
	11%	6%	3%	100%	-%	3%	11%	17%	11%	17%	11%	-%	14%	11%	-%	4%	15%	-%
NET: Dissatisfied	3	1	*	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	45%	32%	6%	-%	-%	49%	45%	72%	45%	72%	45%	-%	75%	45%	-%	-%	74%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	8	3	1	4	5	3	8	-	6	1	1	7	5	3
Weighted total	6	2	*	4	1	5	6	-	3	2	2	4	2	4
Very Dissatisfied	1	-	*	1	*	1	1	-	*	-	-	1	*	1
	22%	-%	100%	29%	14%	24%	22%	-%	7%	-%	-%	35%	8%	31%
Fairly Dissatisfied	1	1	-	-	-	1	1	-	1	-	-	1	1	-
	23%	74%	-%	-%	-%	29%	23%	-%	53%	-%	-%	36%	62%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	*	1	-	1	-	1	-	-	1	1	-
	11%	26%	-%	4%	53%	-%	11%	-%	25%	-%	-%	17%	30%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	*	2	3	-	*	2	2	*	-	3
	44%	-%	-%	66%	33%	47%	44%	-%	15%	100%	100%	11%	-%	69%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	1	-	1	-	1	-	-	1	1	-
	11%	26%	-%	4%	53%	-%	11%	-%	25%	-%	-%	17%	30%	-%
NET: Dissatisfied	3	1	*	1	*	3	3	-	2	-	-	3	2	1
	45%	74%	100%	29%	14%	53%	45%	-%	59%	-%	-%	72%	70%	31%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All of the respondents who have contacted Yodel with a complaint

		Satisfaction with other main provider		Month	Month		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Apr	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*a	*b
Unweighted total	8	5	2	1	2	1	3	1
Weighted total	6	4	2	*	1	*	3	2
Very Dissatisfied	1	1	*	-	-	-	1	-
	22%	29%	11%	-%	-%	-%	49%	-%
Fairly Dissatisfied	1	-	1	-	-	-	1	-
	23%	-%	89%	-%	-%	-%	51%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	*	-	*	*	*	-	-
	11%	6%	-%	100%	18%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	*	-	-	2
	44%	65%	-%	-%	82%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	*	*	*	-	-
	11%	6%	-%	100%	18%	100%	-%	-%
NET: Dissatisfied	3	1	2	-	-	-	3	-
	45%	29%	100%	-%	-%	-%	100%	-%

Columns Tested: a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 134

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	22	1	-	2	2	-	2	-	2	1	6	3	3	10
Weighted total	20	1	-	3	1	-	5	-	3	1	3	1	1	15
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	12%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	16%
Fairly Satisfied	4	-	-	-	-	-	-	-	1	1	*	*	-	3
	18%	-%	-%	-%	-%	-%	-%	-%	47%	100%	18%	32%	-%	18%
Very Satisfied	2	-	-	*	*	-	-	-	-	-	1	*	*	1
	10%	-%	-%	12%	16%	-%	-%	-%	-%	-%	33%	32%	10%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	1	-	3	1	-	2	-	2	-	1	-	1	9
	58%	100%	-%	88%	84%	-%	50%	-%	53%	-%	49%	-%	90%	63%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	-	*	*	-	-	-	1	1	1	1	*	3
	28%	-%	-%	12%	16%	-%	-%	-%	47%	100%	51%	65%	10%	22%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	22	1	2	-	1	12	-	6	19	3	-	-	3	11	11
Weighted total	20	*	1	-	*	11	-	7	19	1	-	-	1	12	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	2%	100%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	12%	-%	-%	-%	-%	21%	-%	-%	12%	-%	-%	-%	-%	19%	-%
Fairly Satisfied	4	-	*	-	-	1	-	2	4	-	-	-	-	4	-
	18%	-%	57%	-%	-%	11%	-%	27%	19%	-%	-%	-%	-%	29%	-%
Very Satisfied	2	-	*	-	*	1	-	*	1	1	-	-	1	1	1
	10%	-%	43%	-%	100%	7%	-%	6%	7%	100%	-%	-%	100%	6%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	-	-	-	-	7	-	5	12	-	-	-	-	6	6
	58%	-%	-%	-%	-%	61%	-%	67%	60%	-%	-%	-%	-%	46%	77%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	1	-	*	2	-	2	5	1	-	-	1	4	1
	28%	-%	100%	-%	100%	18%	-%	33%	25%	100%	-%	-%	100%	35%	17%
NET: Dissatisfied	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	2%	100%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	22	10	5	1	-	7	15	2	5	15	9	5	1	-	4	-	-
Weighted total	20	10	3	1	-	9	12	4	4	12	11	2	*	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	2%	5%	-%	-%	-%	6%	-%	-%	11%	-%	-%	21%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	20%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	*	1	-	-	4	-	-	4	2	*	-	-	-	-	-
	18%	17%	14%	100%	-%	-%	31%	-%	-%	31%	15%	21%	-%	-%	-%	-%	-%
Very Satisfied	2	1	*	-	-	*	2	-	*	2	*	1	*	-	*	-	-
	10%	11%	14%	-%	-%	5%	13%	-%	10%	13%	2%	39%	100%	-%	21%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	7	2	-	-	8	4	4	3	4	9	*	-	-	2	-	-
	58%	68%	71%	-%	-%	89%	35%	100%	78%	35%	83%	19%	-%	-%	79%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	1	1	-	*	5	-	*	5	2	1	*	-	*	-	-
	28%	27%	29%	100%	-%	5%	45%	-%	10%	45%	17%	60%	100%	-%	21%	-%	-%
NET: Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	2%	5%	-%	-%	-%	6%	-%	-%	11%	-%	-%	21%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**22**	11	2	2	2	4	18	4	14	8	-	21	1
Weighted total	**20**	10	2	2	1	4	15	5	13	7	-	19	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	-	*	-	-	*	-
	2%	-%	-%	-%	-%	-%	*3%*	-%	*4%*	-%	-%	*3%*	-%
Neither Satisfied Nor Dissatisfied	**2**	-	-	-	-	2	2	-	2	-	-	2	-
	12%	-%	-%	-%	-%	*54%*	*16%*	-%	*18%*	-%	-%	*13%*	-%
Fairly Satisfied	**4**	1	1	1	-	-	2	1	2	1	-	2	1
	18%	*9%*	*74%*	*76%*	-%	-%	*14%*	*29%*	*16%*	*21%*	-%	*11%*	*100%*
Very Satisfied	**2**	1	-	-	*	1	2	-	2	*	-	2	-
	10%	*12%*	-%	-%	*16%*	*12%*	*13%*	-%	*13%*	*5%*	-%	*11%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**12**	8	*	*	1	1	8	4	6	5	-	12	-
	58%	*79%*	*26%*	*24%*	*84%*	*34%*	*54%*	*71%*	*49%*	*74%*	-%	*63%*	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**6**	2	1	1	*	1	4	1	4	2	-	4	1
	28%	*21%*	*74%*	*76%*	*16%*	*12%*	*27%*	*29%*	*29%*	*26%*	-%	*22%*	*100%*
NET: Dissatisfied	*	-	-	-	-	-	*	-	*	-	-	*	-
	2%	-%	-%	-%	-%	-%	*3%*	-%	*4%*	-%	-%	*3%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	22	7	2	13	15	12	17	20	12	14	14	18	-	3	15	19	11
Weighted total	20	6	3	11	10	10	13	19	8	11	12	15	-	5	13	17	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	*	-	*	-	*	-	*	-	-	-	-	*	-
	2%	7%	-%	-%	5%	-%	4%	-%	6%	-%	4%	-%	-%	-%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	12%	-%	-%	22%	-%	-%	-%	12%	-%	21%	-%	16%	-%	-%	18%	14%	27%
Fairly Satisfied	4	2	-	2	2	2	2	4	*	3	2	4	-	-	3	4	1
	18%	30%	-%	16%	21%	17%	16%	19%	6%	28%	18%	24%	-%	-%	24%	21%	14%
Very Satisfied	2	-	*	2	2	2	2	2	2	2	1	2	-	*	1	2	1
	10%	-%	15%	14%	19%	16%	15%	8%	25%	14%	12%	10%	-%	9%	11%	12%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	4	2	5	6	6	8	12	5	4	8	7	-	4	6	8	4
	58%	63%	85%	48%	56%	66%	65%	61%	63%	36%	65%	49%	-%	91%	46%	50%	46%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	3	4	3	4	5	2	5	4	5	-	*	5	6	2
	28%	30%	15%	30%	39%	34%	32%	27%	31%	42%	31%	35%	-%	9%	36%	33%	27%
NET: Dissatisfied	*	*	-	-	*	-	*	-	*	-	*	-	-	-	-	*	-
	2%	7%	-%	-%	5%	-%	4%	-%	6%	-%	4%	-%	-%	-%	-%	3%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	22	16	11	1	1	18	21	20	21	21	22	-	17	21	9	7	15	-
Weighted total	20	14	8	*	1	17	20	18	20	20	20	-	16	20	8	7	14	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	2%	-%	6%	-%	-%	3%	2%	3%	2%	2%	2%	-%	-%	2%	-%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	12%	16%	28%	-%	-%	14%	12%	13%	12%	12%	12%	-%	-%	12%	-%	36%	-%	-%
Fairly Satisfied	4	2	*	-	-	2	4	4	4	4	4	-	3	4	2	2	2	-
	18%	15%	5%	-%	-%	13%	18%	20%	18%	18%	18%	-%	20%	18%	25%	30%	12%	-%
Very Satisfied	2	2	1	*	-	2	2	2	2	2	2	-	2	2	1	1	1	-
	10%	14%	13%	100%	-%	11%	10%	11%	10%	8%	10%	-%	10%	10%	14%	8%	11%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	8	4	-	1	10	11	10	11	12	12	-	11	11	5	2	10	-
	58%	55%	48%	-%	100%	59%	57%	53%	57%	59%	58%	-%	70%	57%	61%	26%	73%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	2	*	-	4	6	6	6	5	6	-	5	6	3	2	3	-
	28%	29%	18%	100%	-%	24%	28%	31%	28%	27%	28%	-%	30%	28%	39%	38%	23%	-%
NET: Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	2%	-%	6%	-%	-%	3%	2%	3%	2%	2%	2%	-%	-%	2%	-%	-%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	22	6	2	14	12	10	21	1	16	1	4	17	10	12
Weighted total	20	3	2	15	8	12	20	*	15	*	4	15	7	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	*	-	*	-	-	*	-	*
	2%	14%	-%	-%	-%	4%	2%	-%	3%	-%	-%	3%	-%	4%
Neither Satisfied Nor Dissatisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	12%	-%	-%	16%	30%	-%	12%	-%	16%	-%	-%	16%	-%	18%
Fairly Satisfied	4	2	*	1	1	3	4	-	1	-	-	2	2	1
	18%	57%	24%	8%	12%	22%	18%	-%	6%	-%	-%	14%	33%	10%
Very Satisfied	2	*	-	2	1	1	2	-	1	*	*	2	1	1
	10%	3%	-%	13%	14%	7%	10%	-%	8%	100%	12%	10%	12%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	1	1	9	3	8	11	*	10	-	3	8	4	8
	58%	26%	76%	63%	44%	67%	57%	100%	66%	-%	88%	56%	55%	60%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	3	2	4	6	-	2	*	*	4	3	2
	28%	60%	24%	21%	26%	29%	28%	-%	14%	100%	12%	25%	45%	18%
NET: Dissatisfied	*	*	-	-	-	*	*	-	*	-	-	*	-	*
	2%	14%	-%	-%	-%	4%	2%	-%	3%	-%	-%	3%	-%	4%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All of the respondents who have contacted Parcelforce with a complaint

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	22	18	-	2	3	1	2	2	3	4	1	4
Weighted total	20	16	-	1	4	2	1	3	1	2	2	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	*	-	-	-	-	-	-	-	-
	2%	3%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	-	-	-	-	2	-
	12%	15%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	4	4	-	*	-	-	-	*	-	1	-	1
	18%	22%	-%	50%	-%	-%	-%	14%	-%	55%	-%	39%
Very Satisfied	2	1	-	-	-	-	*	-	*	1	-	*
	10%	7%	-%	-%	-%	-%	18%	-%	33%	45%	-%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	12	9	-	-	4	2	*	3	1	-	-	2
	58%	53%	-%	-%	100%	100%	82%	86%	67%	-%	-%	50%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	5	-	*	-	-	*	*	*	2	-	2
	28%	30%	-%	50%	-%	-%	18%	14%	33%	100%	-%	50%
NET: Dissatisfied	*	*	-	*	-	-	-	-	-	-	-	-
	2%	3%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 135

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	1	2	2	2	-	1	2	1	-	-	-	11
Weighted total	15	-	2	3	2	1	-	2	3	1	-	-	-	15
Very Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	11%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	11%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	1	-	-	-	1	-	-	-	2
	16%	-%	-%	-%	-%	84%	-%	-%	-%	100%	-%	-%	-%	16%
Fairly Satisfied	4	-	-	2	-	-	-	-	2	-	-	-	-	4
	27%	-%	-%	92%	-%	-%	-%	-%	50%	-%	-%	-%	-%	27%
Very Satisfied	5	-	2	*	1	-	-	2	-	-	-	-	-	5
	36%	-%	100%	8%	49%	-%	-%	100%	-%	-%	-%	-%	-%	36%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	1	*	-	-	-	-	-	-	-	1
	10%	-%	-%	-%	51%	16%	-%	-%	-%	-%	-%	-%	-%	10%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	-	2	3	1	-	-	2	2	-	-	-	-	9
	63%	-%	100%	100%	49%	-%	-%	100%	50%	-%	-%	-%	-%	63%
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	11%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	11%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	1	-	-	1	5	-	4	9	1	-	1	2	5	6
Weighted total	15	1	-	-	1	9	-	3	15	*	-	*	*	7	8
Very Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	11%	-%	-%	-%	-%	18%	-%	-%	11%	-%	-%	-%	-%	-%	20%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	1	-	-	1	2	-	-	-	-	1	1
	16%	-%	-%	-%	100%	-%	-%	37%	17%	-%	-%	-%	-%	18%	15%
Fairly Satisfied	4	-	-	-	-	4	-	-	4	-	-	-	-	2	2
	27%	-%	-%	-%	-%	43%	-%	-%	28%	-%	-%	-%	-%	35%	20%
Very Satisfied	5	1	-	-	-	2	-	2	5	*	-	-	*	2	4
	36%	100%	-%	-%	-%	25%	-%	56%	36%	100%	-%	-%	46%	24%	45%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	1	-	*	1	-	-	*	*	1	-
	10%	-%	-%	-%	-%	14%	-%	7%	9%	-%	-%	100%	54%	22%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	1	-	-	-	6	-	2	9	*	-	-	*	4	5
	63%	100%	-%	-%	-%	69%	-%	56%	63%	100%	-%	-%	46%	59%	65%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	11%	-%	-%	-%	-%	18%	-%	-%	11%	-%	-%	-%	-%	-%	20%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	5	1	1	1	5	6	-	5	6	6	2	1	1	-	1	-
Weighted total	15	8	2	*	*	8	7	-	8	7	10	1	2	1	-	*	-
Very Dissatisfied	2	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	11%	-%	100%	-%	-%	-%	23%	-%	-%	23%	17%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	1	-	-	-	1	1	-	1	1	2	-	-	-	-	-	-
	16%	15%	-%	-%	-%	16%	17%	-%	16%	17%	25%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	4	-	-	-	4	-	-	4	-	2	-	2	-	-	-	-
	27%	49%	-%	-%	-%	51%	-%	-%	51%	-%	17%	-%	100%	-%	-%	-%	-%
Very Satisfied	5	2	-	-	*	3	3	-	3	3	4	1	-	-	-	-	-
	36%	20%	-%	-%	100%	33%	39%	-%	33%	39%	41%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	*	-	-	1	-	-	1	-	-	-	1	-	*	-
	10%	15%	-%	100%	-%	-%	21%	-%	-%	21%	-%	-%	-%	100%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	6	-	-	*	7	3	-	7	3	6	1	2	-	-	-	-
	63%	69%	-%	-%	100%	84%	39%	-%	84%	39%	58%	100%	100%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	11%	-%	100%	-%	-%	-%	23%	-%	-%	23%	17%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**11**	6	2	1	1	1	9	2	9	2	-	11	-
Weighted total	**15**	9	2	*	2	1	12	3	12	3	-	15	-
Very Dissatisfied	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	11%	*-%*	*-%*	*-%*	*100%*	*-%*	*13%*	*-%*	*13%*	*-%*	*-%*	*11%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**2**	1	-	-	-	1	2	-	2	-	-	2	-
	16%	*13%*	*-%*	*-%*	*-%*	*100%*	*20%*	*-%*	*20%*	*-%*	*-%*	*16%*	*-%*
Fairly Satisfied	**4**	4	-	-	-	-	4	-	4	-	-	4	-
	27%	*42%*	*-%*	*-%*	*-%*	*-%*	*33%*	*-%*	*33%*	*-%*	*-%*	*27%*	*-%*
Very Satisfied	**5**	4	1	-	-	-	3	3	3	3	-	5	-
	36%	*44%*	*49%*	*-%*	*-%*	*-%*	*21%*	*100%*	*21%*	*100%*	*-%*	*36%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	-	1	*	-	-	1	-	1	-	-	1	-
	10%	*-%*	*51%*	*100%*	*-%*	*-%*	*12%*	*-%*	*12%*	*-%*	*-%*	*10%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**9**	8	1	-	-	-	7	3	7	3	-	9	-
	63%	*87%*	*49%*	*-%*	*-%*	*-%*	*54%*	*100%*	*54%*	*100%*	*-%*	*63%*	*-%*
NET: Dissatisfied	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	11%	*-%*	*-%*	*-%*	*100%*	*-%*	*13%*	*-%*	*13%*	*-%*	*-%*	*11%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	3	3	5	6	8	9	11	3	8	5	8	-	3	8	10	2
Weighted total	15	4	4	7	7	9	12	15	2	11	7	11	-	4	11	14	1
Very Dissatisfied	2	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	11%	-%	40%	-%	-%	-%	-%	11%	-%	15%	-%	15%	-%	-%	15%	12%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	1	2	2	2	1	1	1	1	-	1	1	1	-
	16%	-%	60%	-%	18%	26%	21%	16%	74%	11%	17%	11%	-%	33%	11%	9%	-%
Fairly Satisfied	4	2	-	2	2	-	2	4	-	2	2	2	-	2	2	4	-
	27%	63%	-%	23%	34%	-%	20%	27%	-%	15%	32%	15%	-%	62%	22%	29%	-%
Very Satisfied	5	1	-	4	3	5	5	5	*	5	4	5	-	*	5	5	*
	36%	37%	-%	56%	44%	58%	46%	36%	12%	46%	48%	46%	-%	5%	50%	39%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	*	1	1	1	*	1	*	1	-	-	*	1	1
	10%	-%	-%	21%	3%	16%	13%	10%	14%	13%	3%	13%	-%	-%	2%	11%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	4	-	6	5	5	8	9	*	7	6	7	-	3	8	9	*
	63%	100%	-%	79%	79%	58%	66%	63%	12%	61%	80%	61%	-%	67%	71%	68%	14%
NET: Dissatisfied	2	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	11%	-%	40%	-%	-%	-%	-%	11%	-%	15%	-%	15%	-%	-%	15%	12%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	6	2	-	7	10	9	10	9	11	-	8	10	1	5	6	-
Weighted total	15	10	7	3	-	10	14	12	14	12	15	-	11	14	*	6	9	-
Very Dissatisfied	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	11%	17%	-%	57%	-%	-%	12%	14%	12%	14%	11%	-%	15%	12%	-%	-%	18%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	1	1	1	-	-	1	1	1	1	2	-	1	1	-	-	2	-
	16%	13%	17%	43%	-%	-%	9%	10%	9%	10%	16%	-%	11%	9%	-%	-%	27%	-%
Fairly Satisfied	4	2	2	-	-	4	4	2	4	2	4	-	2	4	-	2	2	-
	27%	24%	23%	-%	-%	41%	29%	19%	29%	19%	27%	-%	22%	29%	-%	28%	26%	-%
Very Satisfied	5	4	3	-	-	4	5	5	5	5	5	-	5	5	-	3	2	-
	36%	43%	39%	-%	-%	43%	39%	45%	39%	45%	36%	-%	50%	39%	-%	51%	26%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	1	-	-	1	1	1	1	1	1	-	*	1	*	1	*	-
	10%	2%	21%	-%	-%	15%	11%	12%	11%	12%	10%	-%	2%	11%	100%	21%	3%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	7	5	-	-	8	9	8	9	8	9	-	8	9	-	5	5	-
	63%	68%	62%	-%	-%	85%	68%	64%	68%	64%	63%	-%	71%	68%	-%	79%	52%	-%
NET: Dissatisfied	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	11%	17%	-%	57%	-%	-%	12%	14%	12%	14%	11%	-%	15%	12%	-%	-%	18%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	4	2	5	8	3	11	-	7	2	6	5	6	5
Weighted total	15	6	1	8	12	3	15	-	9	3	8	7	9	6
Very Dissatisfied	2	2	-	-	2	-	2	-	-	-	2	-	2	-
	11%	29%	-%	-%	13%	-%	11%	-%	-%	-%	21%	-%	19%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	1	1	2	-	1	-	1	1	2	-
	16%	43%	-%	-%	10%	46%	16%	-%	13%	-%	16%	17%	29%	-%
Fairly Satisfied	4	-	-	4	4	-	4	-	4	-	-	4	2	2
	27%	-%	-%	51%	33%	-%	27%	-%	43%	-%	-%	57%	19%	37%
Very Satisfied	5	2	1	3	5	*	5	-	3	3	4	2	3	3
	36%	29%	84%	33%	42%	7%	36%	-%	28%	100%	45%	26%	33%	40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	*	1	*	1	1	-	1	-	1	-	-	1
	10%	-%	16%	16%	2%	47%	10%	-%	16%	-%	19%	-%	-%	23%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	1	7	9	*	9	-	7	3	4	6	5	5
	63%	29%	84%	84%	75%	7%	63%	-%	71%	100%	45%	83%	52%	77%
NET: Dissatisfied	2	2	-	-	2	-	2	-	-	-	2	-	2	-
	11%	29%	-%	-%	13%	-%	11%	-%	-%	-%	21%	-%	19%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Satisfaction with other main provider		Month		Month		Month	
		Satisfied	Dissatisfied	Jan	Feb	Apr	Jun	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	10	-	1	1	1	3	1	4
Weighted total	15	14	-	2	1	2	3	1	6
Very Dissatisfied	2	2	-	-	-	-	2	-	-
	11%	*12%*	*-%*	*-%*	*-%*	*-%*	*54%*	*-%*	*-%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	2	1	-	-	-	-	-	1	1
	16%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*20%*
Fairly Satisfied	4	4	-	2	-	-	-	-	2
	27%	*29%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*38%*
Very Satisfied	5	5	-	-	-	2	1	-	2
	36%	*39%*	*-%*	*-%*	*-%*	*100%*	*46%*	*-%*	*38%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	1	-	-	-	*
	10%	*11%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*4%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	9	9	-	2	-	2	1	-	5
	63%	*68%*	*-%*	*100%*	*-%*	*100%*	*46%*	*-%*	*76%*
NET: Dissatisfied	2	2	-	-	-	-	2	-	-
	11%	*12%*	*-%*	*-%*	*-%*	*-%*	*54%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 136

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	1	-	1	2	1	2	-	2	1	2	2	-	10
Weighted total	14	1	-	2	1	*	3	-	3	1	1	1	-	12
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	-	-	2	1	-	-	-	3
	21%	-%	-%	-%	-%	-%	-%	-%	53%	100%	-%	-%	-%	23%
Fairly Satisfied	1	-	-	-	*	-	-	-	-	-	*	*	-	*
	5%	-%	-%	-%	12%	-%	-%	-%	-%	-%	52%	20%	-%	1%
Very Satisfied	6	1	-	2	1	-	*	-	-	-	*	-	-	5
	41%	100%	-%	100%	88%	-%	7%	-%	-%	-%	48%	-%	-%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	-	-	*	2	-	1	-	-	*	-	4
	33%	-%	-%	-%	-%	100%	93%	-%	47%	-%	-%	80%	-%	33%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	1	-	2	1	-	*	-	-	-	1	*	-	5
	46%	100%	-%	100%	100%	-%	7%	-%	-%	-%	100%	20%	-%	44%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	4	-	-	6	-	4	10	1	1	2	4	6	8
Weighted total	14	-	2	-	-	8	-	3	13	*	*	*	1	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	2	-	-	-	-	1	3	-	-	-	-	1	2
	21%	-%	69%	-%	-%	-%	-%	37%	22%	-%	-%	-%	-%	21%	21%
Fairly Satisfied	1	-	1	-	-	-	-	-	*	*	*	-	*	1	*
	5%	-%	31%	-%	-%	-%	-%	-%	4%	100%	100%	-%	40%	11%	1%
Very Satisfied	6	-	-	-	-	5	-	*	6	-	-	*	*	2	3
	41%	-%	-%	-%	-%	65%	-%	13%	42%	-%	-%	44%	26%	40%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	-	-	3	-	2	4	-	-	*	*	2	3
	33%	-%	-%	-%	-%	35%	-%	51%	33%	-%	-%	56%	33%	29%	36%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	1	-	-	5	-	*	6	*	*	*	*	3	3
	46%	-%	31%	-%	-%	65%	-%	13%	45%	100%	100%	44%	67%	51%	43%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**14**	6	1	4	-	4	10	-	4	10	4	4	1	1	-	3	-
Weighted total	**14**	9	*	2	-	7	7	-	7	7	6	3	2	*	-	1	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**3**	1	-	-	-	2	1	-	2	1	1	2	-	-	-	-	-
	21%	*13%*	*-%*	*-%*	*-%*	*24%*	*18%*	*-%*	*24%*	*18%*	*20%*	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**1**	*	-	*	-	-	1	-	-	1	-	1	-	-	-	*	-
	5%	*5%*	*-%*	*14%*	*-%*	*-%*	*11%*	*-%*	*-%*	*11%*	*-%*	*22%*	*-%*	*-%*	*-%*	*30%*	*-%*
Very Satisfied	**6**	5	*	-	-	2	3	-	2	3	3	*	2	-	-	*	-
	41%	*55%*	*100%*	*-%*	*-%*	*34%*	*47%*	*-%*	*34%*	*47%*	*43%*	*16%*	*100%*	*-%*	*-%*	*31%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**5**	2	-	2	-	3	2	-	3	2	2	-	-	*	-	*	-
	33%	*26%*	*-%*	*86%*	*-%*	*41%*	*24%*	*-%*	*41%*	*24%*	*38%*	*-%*	*-%*	*100%*	*-%*	*39%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**6**	6	*	*	-	2	4	-	2	4	3	1	2	-	-	*	-
	46%	*60%*	*100%*	*14%*	*-%*	*34%*	*58%*	*-%*	*34%*	*58%*	*43%*	*38%*	*100%*	*-%*	*-%*	*61%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**14**	5	-	4	2	3	10	4	9	5	-	13	1
Weighted total	**14**	7	-	3	1	2	9	4	9	5	-	12	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**3**	1	-	2	-	-	1	2	1	2	-	3	-
	21%	*18%*	*-%*	*48%*	*-%*	*-%*	*13%*	*37%*	*13%*	*36%*	*-%*	*23%*	*-%*
Fairly Satisfied	**1**	*	-	*	-	*	1	*	*	*	-	1	-
	5%	*7%*	*-%*	*3%*	*-%*	*8%*	*7%*	*2%*	*5%*	*6%*	*-%*	*6%*	*-%*
Very Satisfied	**6**	2	-	-	1	2	4	1	4	1	-	6	-
	41%	*34%*	*-%*	*-%*	*100%*	*92%*	*47%*	*28%*	*48%*	*27%*	*-%*	*46%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**5**	3	-	2	-	-	3	1	3	1	-	3	1
	33%	*41%*	*-%*	*49%*	*-%*	*-%*	*33%*	*33%*	*33%*	*32%*	*-%*	*25%*	*100%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**6**	3	-	*	1	2	5	1	5	2	-	6	-
	46%	*41%*	*-%*	*3%*	*100%*	*100%*	*54%*	*30%*	*53%*	*33%*	*-%*	*52%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	14	5	2	7	12	7	12	13	6	10	12	11	-	3	11	13	6
Weighted total	14	7	3	4	10	4	10	13	4	8	12	10	-	4	12	11	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	3	1	3	3	-	2	3	2	-	1	2	3	-
	21%	42%	-%	-%	29%	32%	29%	22%	-%	22%	24%	16%	-%	33%	14%	25%	-%
Fairly Satisfied	1	*	*	*	1	*	1	1	*	1	1	1	-	-	1	1	*
	5%	2%	7%	11%	8%	7%	8%	6%	5%	10%	5%	7%	-%	-%	5%	7%	8%
Very Satisfied	6	2	-	3	6	2	6	6	1	3	6	3	-	3	6	6	3
	41%	35%	-%	74%	57%	54%	57%	42%	16%	41%	46%	31%	-%	67%	47%	50%	92%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	2	1	1	*	1	4	3	2	3	5	-	-	4	2	-
	33%	22%	93%	15%	7%	6%	7%	31%	79%	28%	25%	45%	-%	-%	34%	19%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	4	6	2	6	6	1	4	6	4	-	3	6	6	4
	46%	36%	7%	85%	64%	62%	64%	48%	21%	51%	52%	39%	-%	67%	52%	56%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	14	11	7	2	1	10	14	13	14	13	14	-	12	14	11	3	9	2
Weighted total	14	10	3	1	1	10	14	13	14	13	14	-	14	14	9	2	10	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	3	3	2	3	3	3	-	3	3	-	-	2	1
	21%	29%	-%	-%	-%	30%	21%	13%	21%	22%	21%	-%	21%	21%	-%	-%	16%	88%
Fairly Satisfied	1	1	*	*	-	1	1	1	1	1	1	-	1	1	1	*	*	*
	5%	7%	10%	8%	-%	7%	5%	6%	5%	6%	5%	-%	5%	5%	9%	20%	1%	12%
Very Satisfied	6	6	2	1	1	3	6	6	6	6	6	-	6	6	3	*	5	-
	41%	57%	66%	92%	100%	31%	41%	45%	41%	42%	41%	-%	41%	41%	39%	18%	52%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	1	-	-	3	5	5	5	4	5	-	5	5	5	1	3	-
	33%	7%	24%	-%	-%	32%	33%	36%	33%	31%	33%	-%	33%	33%	53%	62%	30%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	6	2	1	1	4	6	6	6	6	6	-	6	6	4	1	5	*
	46%	64%	76%	100%	100%	38%	46%	51%	46%	48%	46%	-%	45%	46%	47%	38%	53%	12%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	4	3	7	9	5	13	1	7	4	4	9	6	8
Weighted total	14	4	2	8	8	6	14	*	7	3	2	10	6	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	-	2	3	-	3	-	1	2	-	3	3	-
	21%	30%	-%	22%	37%	-%	21%	-%	18%	61%	-%	29%	46%	-%
Fairly Satisfied	1	*	*	*	1	*	1	-	1	*	*	1	1	*
	5%	4%	22%	1%	7%	3%	6%	-%	8%	6%	8%	6%	10%	1%
Very Satisfied	6	1	1	3	4	1	6	*	3	*	2	4	1	4
	41%	30%	68%	39%	53%	25%	40%	100%	36%	16%	82%	37%	20%	58%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	*	3	*	4	5	-	3	*	*	3	1	3
	33%	36%	11%	37%	3%	72%	33%	-%	38%	16%	10%	28%	24%	40%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	1	2	3	5	2	6	*	3	1	2	4	2	5
	46%	34%	89%	41%	61%	28%	46%	100%	45%	23%	90%	43%	30%	60%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All of the respondents who have contacted FedEx with a complaint

		Satisfaction with other main provider		Month			Month	Month	
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Jun	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*a	*b
Unweighted total	14	13	-	1	2	2	1	2	6
Weighted total	14	13	-	*	3	2	*	1	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	-	-	2	-	1	-
	21%	13%	-%	-%	-%	90%	-%	92%	-%
Fairly Satisfied	1	1	-	*	*	-	-	*	-
	5%	6%	-%	100%	7%	-%	-%	8%	-%
Very Satisfied	6	6	-	-	-	*	-	-	6
	41%	45%	-%	-%	-%	10%	-%	-%	76%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	5	-	-	2	-	*	-	2
	33%	36%	-%	-%	93%	-%	100%	-%	24%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	6	-	*	*	*	-	*	6
	46%	51%	-%	100%	7%	10%	-%	8%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c - a,b									

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	1	-	1	1	1	-	1	-	-	-	-	-	5
Weighted total	3	*	-	2	*	*	-	*	-	-	-	-	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	-	*	-	-	*	-	-	-	-	-	1
	19%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	19%
Fairly Satisfied	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	7%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	7%
Very Satisfied	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	74%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	74%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	2	-	*	-	-	-	-	-	-	-	3
	81%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	81%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	-	-	-	1	1	3	1	1	1	2	4	5	-
Weighted total	3	-	-	-	-	2	*	1	2	*	*	*	1	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	*	*	-	*	*	*	1	1	-
	19%	-%	-%	-%	-%	-%	100%	64%	-%	100%	100%	45%	72%	19%	-%
Fairly Satisfied	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	7%	-%	-%	-%	-%	-%	-%	36%	-%	-%	-%	55%	28%	7%	-%
Very Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	74%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	74%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	-	-	2	-	*	2	-	-	*	*	3	-
	81%	-%	-%	-%	-%	100%	-%	36%	100%	-%	-%	55%	28%	81%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**5**	2	-	-	1	1	4	-	1	4	-	-	1	-	1	3	-
Weighted total	**3**	3	-	-	*	2	1	-	2	1	-	-	2	-	*	1	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**1**	*	-	-	-	-	1	-	-	1	-	-	-	-	*	*	-
	19%	*7%*	-%	-%	-%	-%	*72%*	-%	-%	*72%*	-%	-%	-%	-%	*100%*	*64%*	-%
Fairly Satisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	7%	-%	-%	-%	*100%*	-%	*28%*	-%	-%	*28%*	-%	-%	-%	-%	-%	*36%*	-%
Very Satisfied	**2**	2	-	-	-	2	-	-	2	-	-	-	2	-	-	-	-
	74%	*93%*	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**3**	2	-	-	*	2	*	-	2	*	-	-	2	-	-	*	-
	81%	*93%*	-%	-%	*100%*	*100%*	*28%*	-%	*100%*	*28%*	-%	-%	*100%*	-%	-%	*36%*	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	5	3	1	1	-	-	4	1	3	2	-	4	1
Weighted total	3	3	*	*	-	-	3	*	3	*	-	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	*	*	-	-	*	*	*	*	-	*	*
	19%	7%	100%	100%	-%	-%	13%	100%	7%	100%	-%	13%	100%
Fairly Satisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	7%	8%	-%	-%	-%	-%	8%	-%	8%	-%	-%	8%	-%
Very Satisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
	74%	85%	-%	-%	-%	-%	80%	-%	85%	-%	-%	80%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	-	-	-	3	-	3	-	-	3	-
	81%	93%	-%	-%	-%	-%	87%	-%	93%	-%	-%	87%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	1	1	3	5	4	5	5	-	-	5	-	-	5	3	5	1
Weighted total	3	2	*	1	3	1	3	3	-	-	3	-	-	3	3	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	*	1	1	1	1	-	-	1	-	-	1	*	1	-
	19%	-%	100%	61%	19%	72%	19%	19%	-%	-%	19%	-%	-%	19%	15%	19%	-%
Fairly Satisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	*
	7%	-%	-%	39%	7%	28%	7%	7%	-%	-%	7%	-%	-%	7%	-%	7%	100%
Very Satisfied	2	2	-	-	2	-	2	2	-	-	2	-	-	2	2	2	-
	74%	100%	-%	-%	74%	-%	74%	74%	-%	-%	74%	-%	-%	74%	85%	74%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	*	3	*	3	3	-	-	3	-	-	3	2	3	*
	81%	100%	-%	39%	81%	28%	81%	81%	-%	-%	81%	-%	-%	81%	85%	81%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	4	2	-	-	4	5	5	5	5	5	-	4	5	1	-	3	2
Weighted total	3	3	*	-	-	3	3	3	3	3	3	-	3	3	*	-	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	*	1	*	-	*	*
	19%	13%	45%	-%	-%	13%	19%	19%	19%	19%	19%	-%	14%	19%	100%	-%	7%	100%
Fairly Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	7%	8%	55%	-%	-%	8%	7%	7%	7%	7%	7%	-%	8%	7%	-%	-%	8%	-%
Very Satisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	74%	80%	-%	-%	-%	80%	74%	74%	74%	74%	74%	-%	78%	74%	-%	-%	85%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	*	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	81%	87%	55%	-%	-%	87%	81%	81%	81%	81%	81%	-%	86%	81%	-%	-%	93%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	1	-	4	4	1	5	-	2	-	2	2	4	1
Weighted total	3	*	-	3	3	*	3	-	3	-	*	3	1	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	*	1	-	1	-	*	-	*	-	1	-
	19%	100%	-%	13%	20%	-%	19%	-%	7%	-%	100%	-%	72%	-%
Fairly Satisfied	*	-	-	*	-	*	*	-	-	-	-	*	*	-
	7%	-%	-%	8%	-%	100%	7%	-%	-%	-%	-%	9%	28%	-%
Very Satisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	74%	-%	-%	80%	80%	-%	74%	-%	93%	-%	-%	91%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	3	2	*	3	-	2	-	-	3	*	2
	81%	-%	-%	87%	80%	100%	81%	-%	93%	-%	-%	100%	28%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)
Base: All of the respondents who have contacted DX with a complaint

		Satisfaction with other main provider		Month	Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Oct	Dec
Significance Level: 95%		*a	*b	*a	*a	*b
Unweighted total	5	5	-	1	2	2
Weighted total	3	3	-	*	*	3
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	*	*	-
	19%	19%	-%	100%	100%	-%
Fairly Satisfied	*	*	-	-	-	*
	7%	7%	-%	-%	-%	9%
Very Satisfied	2	2	-	-	-	2
	74%	74%	-%	-%	-%	91%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	-	-	3
	81%	81%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	1	-	-	-	-	1
Weighted total	*	-	-	-	-	-	-	-	*	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**1**	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-
Weighted total	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	-	-	1	-	-	1	-	1	-	-	1
Weighted total	*	-	-	-	*	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	-	*	-	*	-	-	*
	100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	1	1	1	1	-	1	1	1	-	-	1	1	1
Weighted total	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	100%	*100%*	-%	-%	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	1	1	1	1	-	1	1	1	1	-	-
Weighted total	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	-	1	-	1	-	-	-	-	-	1	-
Weighted total	*	*	-	-	*	-	*	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A13 Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects.)
Base: All of the respondents who have contacted Pitney Bowes with a complaint

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Apr
Significance Level: 95%		*a	*b	*a
Unweighted total	1	-	-	1
Weighted total	*	-	-	*
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	-	-	-	-
	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*
	100%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	-	-	-	-
	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	-	1	-	-	-	-	-	1	1	1	1	-	3
Weighted total	4	-	2	-	-	-	-	-	2	*	*	*	-	3
Very Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	41%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	48%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	5%
Very Satisfied	1	-	-	-	-	-	-	-	-	-	*	*	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	41%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	-	-	-	*	*	*	-	*
	18%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	100%	-%	5%
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	41%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	48%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	2	-	-	-	-	3	3	2	-	-	2	2	3
Weighted total	4	-	*	-	-	-	-	4	4	*	-	-	*	2	2
Very Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	41%	-%	-%	-%	-%	-%	-%	44%	44%	-%	-%	-%	-%	-%	75%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	4%	-%	62%	-%	-%	-%	-%	-%	-%	62%	-%	-%	62%	10%	-%
Very Satisfied	1	-	*	-	-	-	-	*	*	*	-	-	*	-	1
	13%	-%	38%	-%	-%	-%	-%	12%	12%	38%	-%	-%	38%	-%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	41%	-%	-%	-%	-%	-%	-%	44%	44%	-%	-%	-%	-%	90%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	-	-	*	*	*	-	-	*	*	1
	18%	-%	100%	-%	-%	-%	-%	12%	12%	100%	-%	-%	100%	10%	25%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	41%	-%	-%	-%	-%	-%	-%	44%	44%	-%	-%	-%	-%	-%	75%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	-	2	1	-	2	3	-	2	3	2	2	1	-	-	-	-
Weighted total	4	-	2	*	-	3	1	-	3	1	3	1	*	-	-	-	-
Very Dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	41%	-%	-%	-%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	4%	-%	-%	-%	-%	-%	24%	-%	-%	24%	-%	-%	100%	-%	-%	-%	-%
Very Satisfied	1	-	*	*	-	-	1	-	-	1	-	1	-	-	-	-	-
	13%	-%	21%	100%	-%	-%	76%	-%	-%	76%	-%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	41%	-%	79%	-%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	*	-	-	1	-	-	1	-	1	*	-	-	-	-
	18%	-%	21%	100%	-%	-%	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	41%	-%	-%	-%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**5**	2	-	1	-	2	3	2	1	4	-	5	-
Weighted total	**4**	3	-	*	-	1	4	*	*	4	-	4	-
Very Dissatisfied	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	41%	*50%*	*-%*	*-%*	*-%*	*-%*	*44%*	*-%*	*-%*	*46%*	*-%*	*41%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	*	-	-	-	-	*	-	*	-	*	-	*	-
	4%	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*62%*	*-%*	*5%*	*-%*	*4%*	*-%*
Very Satisfied	**1**	-	-	*	-	*	*	*	*	*	-	1	-
	13%	*-%*	*-%*	*100%*	*-%*	*71%*	*12%*	*38%*	*100%*	*3%*	*-%*	*13%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	41%	*50%*	*-%*	*-%*	*-%*	*-%*	*44%*	*-%*	*-%*	*46%*	*-%*	*41%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1**	-	-	*	-	1	*	*	*	*	-	1	-
	18%	*-%*	*-%*	*100%*	*-%*	*100%*	*12%*	*100%*	*100%*	*8%*	*-%*	*18%*	*-%*
NET: Dissatisfied	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	41%	*50%*	*-%*	*-%*	*-%*	*-%*	*44%*	*-%*	*-%*	*46%*	*-%*	*41%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	2	1	3	4	4	4	1	3	2	4	-	1	3	4	2
Weighted total	4	2	2	*	2	2	2	2	*	1	1	2	-	2	2	2	1
Very Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	41%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	70%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	4%	-%	10%	-%	-%	7%	7%	7%	-%	24%	29%	7%	-%	-%	8%	7%	-%
Very Satisfied	1	*	-	*	1	1	1	1	*	1	*	1	-	-	*	1	1
	13%	6%	-%	100%	25%	23%	23%	23%	100%	76%	71%	23%	-%	-%	19%	23%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-
	41%	94%	-%	-%	75%	70%	70%	70%	-%	-%	-%	-%	-%	100%	73%	70%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	1	1	1	1	*	1	1	1	-	-	1	1	1
	18%	6%	10%	100%	25%	30%	30%	30%	100%	100%	100%	30%	-%	-%	27%	30%	100%
NET: Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	41%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	70%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	3	1	-	4	5	5	5	5	5	-	4	5	2	3	2	-
Weighted total	4	2	1	*	-	4	4	4	4	4	4	-	4	4	1	2	2	-
Very Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	41%	-%	-%	-%	-%	42%	41%	41%	41%	41%	41%	-%	42%	41%	-%	73%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	4%	-%	24%	-%	-%	4%	4%	4%	4%	4%	4%	-%	4%	4%	-%	8%	-%	-%
Very Satisfied	1	*	1	*	-	*	1	1	1	1	1	-	*	1	1	*	*	-
	13%	21%	76%	100%	-%	11%	13%	13%	13%	13%	13%	-%	11%	13%	100%	19%	6%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	41%	79%	-%	-%	-%	42%	41%	41%	41%	41%	41%	-%	42%	41%	-%	-%	94%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	*	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	18%	21%	100%	100%	-%	16%	18%	18%	18%	18%	18%	-%	16%	18%	100%	27%	6%	-%
NET: Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	41%	-%	-%	-%	-%	42%	41%	41%	41%	41%	41%	-%	42%	41%	-%	73%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	2	1	2	5	-	5	-	2	1	2	3	-	5
Weighted total	4	2	2	1	4	-	4	-	2	*	2	2	-	4
Very Dissatisfied	2	-	2	-	2	-	2	-	2	-	-	2	-	2
	41%	-%	100%	-%	41%	-%	41%	-%	94%	-%	-%	85%	-%	41%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	4%	10%	-%	-%	4%	-%	4%	-%	-%	-%	-%	9%	-%	4%
Very Satisfied	1	-	-	1	1	-	1	-	*	*	*	*	-	1
	13%	-%	-%	100%	13%	-%	13%	-%	6%	100%	21%	6%	-%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	-	2	-	-	-	2	-	-	2
	41%	90%	-%	-%	41%	-%	41%	-%	-%	-%	79%	-%	-%	41%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	1	1	-	1	-	*	*	*	*	-	1
	18%	10%	-%	100%	18%	-%	18%	-%	6%	100%	21%	15%	-%	18%
NET: Dissatisfied	2	-	2	-	2	-	2	-	2	-	-	2	-	2
	41%	-%	100%	-%	41%	-%	41%	-%	94%	-%	-%	85%	-%	41%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)
Base: All of the respondents who have contacted TNT Express with a complaint

		Satisfaction with other main provider		Month	Month	Month	
	TOTAL	Satisfied	Dissatisfied	Feb	May	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b
Unweighted total	5	5	-	2	1	1	1
Weighted total	4	4	-	2	2	*	*
Very Dissatisfied	2	2	-	2	-	-	-
	41%	41%	-%	90%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	-	-
	4%	4%	-%	10%	-%	-%	-%
Very Satisfied	1	1	-	-	-	*	*
	13%	13%	-%	-%	-%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	-	-
	41%	41%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	-	*	*
	18%	18%	-%	10%	-%	100%	100%
NET: Dissatisfied	2	2	-	2	-	-	-
	41%	41%	-%	90%	-%	-%	-%

Columns Tested: a,b - a,b

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	1	-	-	-	-	-	-	-	2
Weighted total	2	-	2	-	-	*	-	-	-	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	*	-	-	-	-	-	-	-	2
	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	-	1	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
	100%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	-%	100%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	1	-	1	2	-	-	2	-	1	-	1	-	-	-	-
Weighted total	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
	100%	-%	100%	-%	100%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**2**	2	-	-	-	-	2	-	-	2	-	2	-
Weighted total	**2**	2	-	-	-	-	2	-	-	2	-	2	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	100%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	2	2	2	2	-	-	1	-	-	2	1	2	-
Weighted total	2	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
	100%	100%	-%	-%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	100%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	1	-	-	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	-	1	2	-	2	-	-	1	2	-	-	2
Weighted total	2	2	-	*	2	-	2	-	-	*	2	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	*	2	-	2	-	-	*	2	-	-	2
	100%	100%	-%	100%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)
Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Feb	May
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	2	-	1	1
Weighted total	2	2	-	*	2
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	*	2
	100%	100%	-%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b					

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	-	-	-	-	-	2	-	-	-	1	2
Weighted total	4	-	-	-	-	-	-	-	3	-	-	-	*	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	3	-	-	-	-	3
	88%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	1	-	-	-	-	2	3	-	-	-	-	2	1
Weighted total	4	-	2	-	-	-	-	2	4	-	-	-	-	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	12%	-%	-%	-%	-%	-%	-%	23%	12%	-%	-%	-%	-%	23%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	-	-	-	-	1	3	-	-	-	-	1	2
	88%	-%	100%	-%	-%	-%	-%	77%	88%	-%	-%	-%	-%	77%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)

Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**3**	2	-	1	-	1	2	-	1	2	-	-	-	1	-	-	-
Weighted total	**4**	2	-	1	-	2	2	-	2	2	-	-	-	*	-	-	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	12%	*21%*	-%	-%	-%	-%	*23%*	-%	-%	*23%*	-%	-%	-%	*100%*	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	2	-	1	-	2	1	-	2	1	-	-	-	-	-	-	-
	88%	*79%*	-%	*100%*	-%	*100%*	*77%*	-%	*100%*	*77%*	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**3**	1	-	1	-	-	-	3	-	3	-	1	2
Weighted total	**4**	2	-	1	-	-	-	4	-	4	-	2	2
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*
	12%	-%	-%	-%	-%	-%	-%	*12%*	-%	*12%*	-%	-%	*23%*
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	2	-	1	-	-	-	3	-	3	-	2	1
	88%	*100%*	-%	*100%*	-%	-%	-%	*88%*	-%	*88%*	-%	*100%*	*77%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	3	-	-	1	1	1	2	-	2	1	2	-	-	2	2	-
Weighted total	4	4	-	-	*	*	*	3	-	3	*	3	-	-	3	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	-	-	-	*	-	-	-	-	*	-
	12%	12%	-%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	23%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	3	-	3	-	-	3	1	-
	88%	88%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	77%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	-	-	-	1	3	2	3	3	3	-	2	3	1	1	2	-
Weighted total	4	-	-	-	-	2	4	2	4	4	4	-	3	4	1	1	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	-	*	-	-	*	-
	12%	-%	-%	-%	-%	-%	12%	23%	12%	12%	12%	-%	-%	12%	-%	-%	21%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	2	3	1	3	3	3	-	3	3	1	1	2	-
	88%	-%	-%	-%	-%	100%	88%	77%	88%	88%	88%	-%	100%	88%	100%	100%	79%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	1	-	2	2	1	3	-	1	-	-	1	2	1
Weighted total	4	1	-	2	2	1	4	-	2	-	-	2	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	-	*	-	-	-	-	-	*	-
	12%	-%	-%	21%	21%	-%	12%	-%	-%	-%	-%	-%	23%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	2	2	1	3	-	2	-	-	2	1	2
	88%	100%	-%	79%	79%	100%	88%	-%	100%	-%	-%	100%	77%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A91 Thinking about contacting QV4a Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (1st) on the following aspects)

Base: All of the respondents who have contacted QV4a Other (1st) with a complaint

		Satisfaction with other main provider		Month		Month
	TOTAL	Satisfied	Dissatisfied	Apr	Jun	Dec
Significance Level: 95%		*a	*b	*a	*b	*a
Unweighted total	**3**	3	-	1	1	1
Weighted total	**4**	4	-	*	2	1
Very Dissatisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*****	*	-	*	-	-
	12%	*12%*	-%	*100%*	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	3	-	-	2	1
	88%	*88%*	-%	-%	*100%*	*100%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b						

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Table 142

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)

Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	-	1
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)

Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**1**	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
Weighted total	*****	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*****	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	*	-	-	*
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)

Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	1
Weighted total	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	100%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	-	1	1	1	-	1	1	1	-	1	-
Weighted total	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	1	-	-	-	-	-	1	-
Weighted total	*	-	-	*	-	*	*	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	*	-	-	-	-	-	*	-
	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A93 Thinking about contacting QV4a Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (3rd) on the following aspects)
Base: All of the respondents who have contacted QV4a Other (3rd) with a complaint

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Jun
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-
	-%	-%	-%	-%
Very Satisfied	-	-	-	-
	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	*
	100%	*100%*	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-
	-%	-%	-%	-%
NET: Satisfied	-	-	-	-
	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

Ofcom; Business Postal Tracker

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The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	19	1	2	1	1	1	4	-	3	1	3	1	1	14
Weighted total	20	*	2	2	1	1	7	-	3	1	1	*	*	18
Very Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	-	-	-	-	-	2	-	2	-	-	-	-	4
	20%	-%	-%	-%	-%	-%	32%	-%	50%	-%	-%	-%	-%	22%
Fairly Satisfied	5	-	1	-	-	1	2	-	-	-	-	-	-	5
	25%	-%	88%	-%	-%	100%	32%	-%	-%	-%	-%	-%	-%	27%
Very Satisfied	5	-	-	2	1	-	*	-	*	-	*	-	*	4
	24%	-%	-%	100%	100%	-%	3%	-%	6%	-%	45%	-%	100%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	*	*	-	-	-	2	-	1	1	*	-	-	5
	27%	100%	12%	-%	-%	-%	32%	-%	45%	100%	11%	-%	-%	29%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%
NET: Satisfied	10	-	1	2	1	1	3	-	*	-	*	-	*	9
	49%	-%	88%	100%	100%	100%	35%	-%	6%	-%	45%	-%	100%	49%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	19	-	2	-	2	7	1	6	14	2	3	-	5	10	9
Weighted total	20	-	1	-	1	6	2	8	19	*	*	-	1	13	7
Very Dissatisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	50%	-%	-%	-%	2%	-%	-%	-%	-%	-%	6%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	-	-	-	-	2	-	2	4	-	-	-	-	-	4
	20%	-%	-%	-%	-%	25%	-%	30%	21%	-%	-%	-%	-%	-%	55%
Fairly Satisfied	5	-	-	-	-	4	-	-	5	-	-	-	-	4	1
	25%	-%	-%	-%	-%	55%	-%	-%	26%	-%	-%	-%	-%	29%	17%
Very Satisfied	5	-	-	-	-	1	-	4	4	*	*	-	*	4	1
	24%	-%	-%	-%	-%	19%	-%	46%	23%	50%	38%	-%	43%	31%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	-	1	-	-	-	2	2	5	*	*	-	1	5	*
	27%	-%	100%	-%	-%	-%	100%	23%	26%	50%	62%	-%	57%	40%	4%
Don't Know / (DO NOT READ OUT)	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	50%	-%	-%	-%	2%	-%	-%	-%	-%	-%	6%
NET: Satisfied	10	-	-	-	-	5	-	4	10	*	*	-	*	8	2
	49%	-%	-%	-%	-%	75%	-%	46%	49%	50%	38%	-%	43%	60%	29%
NET: Dissatisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	50%	-%	-%	-%	2%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	19	7	2	3	-	6	13	1	5	13	6	4	2	2	-	1	-
Weighted total	20	7	3	4	-	5	15	2	3	15	8	2	1	2	-	*	-
Very Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	6%	-%	-%	-%	-%	3%	-%	-%	3%	-%	-%	80%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	-	2	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	20%	-%	58%	59%	-%	-%	27%	-%	-%	27%	47%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	1	1	-	-	1	4	-	1	4	1	-	-	1	-	-	-
	25%	22%	42%	-%	-%	28%	24%	-%	51%	24%	17%	-%	-%	50%	-%	-%	-%
Very Satisfied	5	2	-	*	-	1	4	-	1	4	1	2	-	-	-	-	-
	24%	31%	-%	5%	-%	17%	26%	-%	30%	26%	7%	81%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	2	-	1	-	2	3	2	*	3	2	-	*	1	-	*	-
	27%	35%	-%	37%	-%	47%	20%	100%	4%	20%	28%	-%	20%	50%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	2%	6%	-%	-%	-%	8%	-%	-%	15%	-%	-%	19%	-%	-%	-%	-%	-%
NET: Satisfied	10	4	1	*	-	2	8	-	2	8	2	2	-	1	-	-	-
	49%	53%	42%	5%	-%	45%	50%	-%	81%	50%	25%	81%	-%	50%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	6%	-%	-%	-%	-%	3%	-%	-%	3%	-%	-%	80%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**19**	9	2	1	3	3	10	9	9	10	-	17	2
Weighted total	**20**	7	3	1	3	4	10	11	10	10	-	19	2
Very Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	*6%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**4**	2	-	-	2	-	2	2	2	2	-	4	-
	20%	*33%*	*-%*	*-%*	*53%*	*-%*	*17%*	*22%*	*16%*	*23%*	*-%*	*21%*	*-%*
Fairly Satisfied	**5**	1	-	-	-	4	2	3	4	1	-	5	-
	25%	*21%*	*-%*	*-%*	*-%*	*95%*	*25%*	*25%*	*38%*	*12%*	*-%*	*27%*	*-%*
Very Satisfied	**5**	1	3	-	1	*	1	4	*	4	-	5	-
	24%	*12%*	*100%*	*-%*	*40%*	*5%*	*9%*	*37%*	*4%*	*44%*	*-%*	*26%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**6**	2	-	1	*	-	4	2	4	2	-	4	2
	27%	*21%*	*-%*	*100%*	*6%*	*-%*	*40%*	*16%*	*38%*	*17%*	*-%*	*21%*	*100%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	*	-
	2%	*6%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*2%*	*-%*
NET: Satisfied	**10**	2	3	-	1	4	3	7	4	6	-	10	-
	49%	*33%*	*100%*	*-%*	*40%*	*100%*	*34%*	*62%*	*42%*	*56%*	*-%*	*53%*	*-%*
NET: Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	*6%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	19	5	5	8	12	7	12	15	6	10	9	14	-	4	14	19	2
Weighted total	20	6	4	8	8	4	8	16	5	12	7	15	-	3	14	20	3
Very Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	2%	-%	-%	5%	5%	11%	5%	3%	9%	3%	6%	3%	-%	-%	3%	2%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	2	2	-	-	-	-	4	-	4	2	4	-	-	4	4	-
	20%	36%	40%	-%	-%	-%	-%	25%	-%	32%	32%	28%	-%	-%	29%	20%	-%
Fairly Satisfied	5	-	-	4	1	1	1	5	-	4	1	5	-	-	4	5	2
	25%	-%	-%	44%	14%	32%	14%	32%	-%	29%	16%	35%	-%	-%	26%	25%	92%
Very Satisfied	5	-	1	4	2	*	2	4	3	2	1	2	-	3	2	5	-
	24%	-%	21%	49%	30%	5%	30%	28%	55%	13%	19%	14%	-%	82%	15%	24%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	4	1	*	4	2	4	2	1	3	2	3	-	*	3	6	*
	27%	64%	29%	2%	46%	40%	46%	12%	28%	22%	21%	21%	-%	6%	23%	27%	8%
Don't Know / (DO NOT READ OUT)	*	-	*	-	*	*	*	-	*	-	*	-	-	*	*	*	-
	2%	-%	10%	-%	5%	11%	5%	-%	9%	-%	6%	-%	-%	13%	3%	2%	-%
NET: Satisfied	10	-	1	8	4	1	4	9	3	5	3	7	-	3	6	10	2
	49%	-%	21%	92%	44%	37%	44%	60%	55%	42%	36%	49%	-%	82%	41%	49%	92%
NET: Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	2%	-%	-%	5%	5%	11%	5%	3%	9%	3%	6%	3%	-%	-%	3%	2%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	19	15	8	1	-	14	19	17	19	18	19	-	10	18	5	7	10	1
Weighted total	20	15	7	2	-	14	20	18	20	18	20	-	7	18	5	11	8	*
Very Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	2%	3%	-%	-%	-%	3%	2%	2%	2%	2%	2%	-%	6%	2%	9%	-%	5%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	4	-	2	-	2	4	4	4	4	4	-	2	4	2	2	2	-
	20%	27%	-%	100%	-%	17%	20%	23%	20%	22%	20%	-%	22%	22%	51%	21%	20%	-%
Fairly Satisfied	5	4	4	-	-	5	5	5	5	5	5	-	1	5	-	4	1	-
	25%	25%	51%	-%	-%	35%	25%	28%	25%	28%	25%	-%	20%	28%	-%	34%	15%	-%
Very Satisfied	5	2	1	-	-	2	5	5	5	5	5	-	2	2	-	3	2	-
	24%	17%	21%	-%	-%	18%	24%	27%	24%	27%	24%	-%	22%	14%	-%	22%	28%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	4	2	-	-	4	6	3	6	3	6	-	2	6	2	3	3	-
	27%	26%	22%	-%	-%	27%	27%	17%	27%	18%	27%	-%	25%	31%	40%	23%	32%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	2%	3%	6%	-%	-%	-%	2%	2%	2%	2%	2%	-%	6%	2%	-%	-%	-%	100%
NET: Satisfied	10	6	5	-	-	8	10	10	10	10	10	-	3	8	-	6	3	-
	49%	42%	72%	-%	-%	53%	49%	56%	49%	55%	49%	-%	41%	42%	-%	56%	42%	-%
NET: Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	2%	3%	-%	-%	-%	3%	2%	2%	2%	2%	2%	-%	6%	2%	9%	-%	5%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**19**	6	2	11	10	9	19	-	11	-	5	12	6	13
Weighted total	**20**	9	3	9	12	8	20	-	13	-	6	13	8	13
Very Dissatisfied	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	2%	*-%*	*-%*	*5%*	*-%*	*5%*	*2%*	*-%*	*3%*	*-%*	*-%*	*3%*	*6%*	*-%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	4	4	-	-	4	-	4	-	2	-	2	2	4	-
	20%	*46%*	*-%*	*-%*	*32%*	*-%*	*20%*	*-%*	*19%*	*-%*	*28%*	*18%*	*53%*	*-%*
Fairly Satisfied	5	1	-	4	4	1	5	-	4	-	-	5	1	4
	25%	*17%*	*-%*	*39%*	*29%*	*18%*	*25%*	*-%*	*30%*	*-%*	*-%*	*39%*	*19%*	*28%*
Very Satisfied	5	1	3	1	4	1	5	-	2	-	3	2	-	5
	24%	*14%*	*100%*	*12%*	*33%*	*10%*	*24%*	*-%*	*18%*	*-%*	*44%*	*18%*	*-%*	*38%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	1	-	4	*	5	6	-	4	-	1	3	2	4
	27%	*17%*	*-%*	*45%*	*2%*	*66%*	*27%*	*-%*	*29%*	*-%*	*21%*	*21%*	*22%*	*30%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	-	*	-	-	-	*	-	-	*
	2%	*5%*	*-%*	*-%*	*4%*	*-%*	*2%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*3%*
NET: Satisfied	10	3	3	5	8	2	10	-	6	-	3	7	1	8
	49%	*31%*	*100%*	*51%*	*62%*	*29%*	*49%*	*-%*	*49%*	*-%*	*44%*	*57%*	*19%*	*66%*
NET: Dissatisfied	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	2%	*-%*	*-%*	*5%*	*-%*	*5%*	*2%*	*-%*	*3%*	*-%*	*-%*	*3%*	*6%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A94 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (1st) with a complaint

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	19	16	1	1	1	6	3	3	5
Weighted total	20	16	2	1	1	3	3	5	7
Very Dissatisfied	*	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	14%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	4	2	2	-	-	2	-	-	2
	20%	10%	100%	-%	-%	53%	-%	-%	35%
Fairly Satisfied	5	4	-	-	1	-	-	2	1
	25%	22%	-%	-%	100%	-%	-%	46%	22%
Very Satisfied	5	5	-	-	-	*	1	3	1
	24%	30%	-%	-%	-%	6%	21%	54%	19%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	6	-	1	-	*	2	-	2
	27%	35%	-%	100%	-%	13%	79%	-%	24%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-
	2%	3%	-%	-%	-%	14%	-%	-%	-%
NET: Satisfied	10	8	-	-	1	*	1	5	3
	49%	52%	-%	-%	100%	6%	21%	100%	41%
NET: Dissatisfied	*	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	14%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	-	1	-	-	1	2	-	-	1	-	-	-	5
Weighted total	9	-	1	-	-	1	5	-	-	1	-	-	-	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	27%	-%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	27%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	-	1	-	-	1	2	-	-	1	-	-	-	6
	73%	-%	100%	-%	-%	100%	50%	-%	-%	100%	-%	-%	-%	73%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	1	-	-	1	2	-	-	1	-	-	-	6
	73%	-%	100%	-%	-%	100%	50%	-%	-%	100%	-%	-%	-%	73%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	-	-	-	3	-	1	5	-	-	-	-	3	2
Weighted total	9	-	-	-	-	5	-	2	9	-	-	-	-	5	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	27%	-%	-%	-%	-%	49%	-%	-%	27%	-%	-%	-%	-%	47%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	-	-	-	-	2	-	2	6	-	-	-	-	3	4
	73%	-%	-%	-%	-%	51%	-%	100%	73%	-%	-%	-%	-%	53%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	-	-	-	2	-	2	6	-	-	-	-	3	4
	73%	-%	-%	-%	-%	51%	-%	100%	73%	-%	-%	-%	-%	53%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	2	-	1	-	1	4	-	1	4	3	-	-	1	-	-	-
Weighted total	9	3	-	2	-	1	7	-	1	7	5	-	-	1	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	27%	-%	-%	-%	-%	-%	33%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	3	-	2	-	1	5	-	1	5	5	-	-	1	-	-	-
	73%	100%	-%	100%	-%	100%	67%	-%	100%	67%	100%	-%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	-	2	-	1	5	-	1	5	5	-	-	1	-	-	-
	73%	100%	-%	100%	-%	100%	67%	-%	100%	67%	100%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**5**	2	1	1	-	1	2	3	3	2	-	5	-
Weighted total	**9**	4	1	1	-	2	4	5	5	4	-	9	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**2**	-	-	-	-	2	2	-	2	-	-	2	-
	27%	-%	-%	-%	-%	*100%*	*66%*	-%	*47%*	-%	-%	*27%*	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**6**	4	1	1	-	-	1	5	3	4	-	6	-
	73%	*100%*	*100%*	*100%*	-%	-%	*34%*	*100%*	*53%*	*100%*	-%	*73%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**6**	4	1	1	-	-	1	5	3	4	-	6	-
	73%	*100%*	*100%*	*100%*	-%	-%	*34%*	*100%*	*53%*	*100%*	-%	*73%*	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	1	-	3	2	1	2	5	-	4	2	5	-	-	3	5	2
Weighted total	9	2	-	5	2	1	2	9	-	7	4	9	-	-	6	9	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	27%	-%	-%	49%	-%	-%	-%	27%	-%	33%	-%	27%	-%	-%	40%	27%	66%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	2	-	2	2	1	2	6	-	5	4	6	-	-	4	6	1
	73%	100%	-%	51%	100%	100%	100%	73%	-%	67%	100%	73%	-%	-%	60%	73%	34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	-	2	2	1	2	6	-	5	4	6	-	-	4	6	1
	73%	100%	-%	51%	100%	100%	100%	73%	-%	67%	100%	73%	-%	-%	60%	73%	34%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	4	3	-	-	5	5	5	5	5	5	-	3	5	2	4	1	-
Weighted total	9	7	5	-	-	9	9	9	9	9	9	-	4	9	4	7	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	27%	32%	49%	-%	-%	27%	27%	27%	27%	27%	27%	-%	-%	27%	-%	32%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	5	2	-	-	6	6	6	6	6	6	-	4	6	4	5	1	-
	73%	68%	51%	-%	-%	73%	73%	73%	73%	73%	73%	-%	100%	73%	100%	68%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	5	2	-	-	6	6	6	6	6	6	-	4	6	4	5	1	-
	73%	68%	51%	-%	-%	73%	73%	73%	73%	73%	73%	-%	100%	73%	100%	68%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)
Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	3	-	2	3	2	5	-	4	-	1	4	2	3
Weighted total	9	5	-	4	6	3	9	-	7	-	1	7	4	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	27%	-%	-%	66%	40%	-%	27%	-%	32%	-%	-%	32%	-%	49%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	5	-	1	4	3	6	-	5	-	1	5	4	2
	73%	100%	-%	34%	60%	100%	73%	-%	68%	-%	100%	68%	100%	51%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	5	-	1	4	3	6	-	5	-	1	5	4	2
	73%	100%	-%	34%	60%	100%	73%	-%	68%	-%	100%	68%	100%	51%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A95 Thinking about contacting QV4a Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate QV4a Other (2nd) on the following aspects)

Base: All of the respondents who have contacted QV4b Other (2nd) with a complaint

		Satisfaction with other main provider		Month	Month		
	TOTAL	Satisfied	Dissatisfied	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c
Unweighted total	**5**	3	1	1	1	1	2
Weighted total	**9**	5	2	1	1	2	4
Very Dissatisfied	**-**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**-**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**2**	2	-	-	-	2	-
	27%	*49%*	*-%*	*-%*	*-%*	*100%*	*-%*
Fairly Satisfied	**-**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	**6**	2	2	1	1	-	4
	73%	*51%*	*100%*	*100%*	*100%*	*-%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**6**	2	2	1	1	-	4
	73%	*51%*	*100%*	*100%*	*100%*	*-%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker

Table 145

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	95	5	4	6	10	5	12	4	13	8	9	9	10	67
Weighted total	83	5	5	10	6	4	18	5	12	8	4	3	3	73
Very Dissatisfied	8	-	-	-	-	-	2	-	3	1	-	*	-	7
	9%	-%	-%	-%	-%	-%	14%	-%	28%	16%	-%	16%	-%	10%
Fairly Dissatisfied	4	1	-	-	-	-	-	-	2	-	-	1	*	3
	5%	30%	-%	-%	-%	-%	-%	-%	13%	-%	-%	22%	15%	4%
Neither Satisfied Nor Dissatisfied	16	*	-	-	*	1	7	*	3	3	-	*	1	15
	19%	4%	-%	-%	4%	30%	40%	3%	28%	35%	-%	4%	17%	21%
Fairly Satisfied	23	2	1	2	2	2	5	3	3	1	1	1	-	21
	28%	37%	31%	24%	26%	40%	29%	52%	26%	18%	24%	20%	-%	29%
Very Satisfied	30	1	3	8	4	1	3	2	*	1	3	1	2	25
	36%	30%	69%	76%	70%	30%	18%	45%	2%	16%	65%	20%	68%	34%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	-	-	-	*	1	*	*	-	2
	3%	-%	-%	-%	-%	-%	-%	-%	3%	16%	11%	18%	-%	2%
NET: Satisfied	53	3	5	10	6	3	8	5	3	3	4	1	2	46
	64%	67%	100%	100%	96%	70%	46%	97%	28%	34%	89%	40%	68%	63%
NET: Dissatisfied	12	1	-	-	-	-	2	-	5	1	-	1	*	10
	14%	30%	-%	-%	-%	-%	14%	-%	41%	16%	-%	38%	15%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	a	*b	*c	*d	e	a	b
Unweighted total	**95**	2	24	-	4	37	1	25	59	24	6	6	36	44	51
Weighted total	**83**	2	13	-	3	38	*	25	76	4	1	1	7	39	44
Very Dissatisfied	**8**	-	2	-	*	3	-	2	7	*	-	-	*	4	4
	9%	*-%*	*19%*	*-%*	*17%*	*8%*	*-%*	*6%*	*10%*	*4%*	*-%*	*-%*	*3%*	*10%*	*9%*
Fairly Dissatisfied	**4**	*	2	-	-	*	-	1	4	*	-	-	*	-	4
	5%	*28%*	*14%*	*-%*	*-%*	*1%*	*-%*	*6%*	*5%*	*2%*	*-%*	*-%*	*2%*	*-%*	*10%*
Neither Satisfied Nor Dissatisfied	**16**	-	2	-	1	6	*	6	15	1	*	*	1	9	7
	19%	*-%*	*17%*	*-%*	*49%*	*17%*	*100%*	*22%*	*19%*	*14%*	*21%*	*34%*	*18%*	*22%*	*16%*
Fairly Satisfied	**23**	-	4	-	-	10	-	7	21	1	1	*	2	12	11
	28%	*-%*	*30%*	*-%*	*-%*	*28%*	*-%*	*29%*	*27%*	*32%*	*46%*	*20%*	*32%*	*31%*	*25%*
Very Satisfied	**30**	1	2	-	*	16	-	9	27	2	*	1	3	14	16
	36%	*72%*	*18%*	*-%*	*17%*	*41%*	*-%*	*36%*	*36%*	*39%*	*33%*	*46%*	*39%*	*36%*	*36%*
Don't Know / (DO NOT READ OUT)	**2**	-	*	-	*	2	-	*	2	*	-	-	*	*	2
	3%	*-%*	*2%*	*-%*	*17%*	*4%*	*-%*	*1%*	*3%*	*8%*	*-%*	*-%*	*5%*	*1%*	*5%*
NET: Satisfied	**53**	1	6	-	*	26	-	16	48	3	1	1	5	27	26
	64%	*72%*	*48%*	*-%*	*17%*	*69%*	*-%*	*65%*	*63%*	*72%*	*79%*	*66%*	*72%*	*67%*	*61%*
NET: Dissatisfied	**12**	*	4	-	*	4	-	3	11	*	-	-	*	4	8
	14%	*28%*	*33%*	*-%*	*17%*	*9%*	*-%*	*12%*	*15%*	*7%*	*-%*	*-%*	*4%*	*10%*	*18%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**95**	31	12	18	7	23	72	-	23	72	27	23	12	8	8	9	-
Weighted total	**83**	34	8	12	1	25	58	-	25	58	37	13	11	5	2	2	-
Very Dissatisfied	**8**	4	2	-	-	2	6	-	2	6	5	-	3	*	-	-	-
	9%	*12%*	*23%*	*-%*	*-%*	*7%*	*10%*	*-%*	*7%*	*10%*	*12%*	*-%*	*25%*	*4%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**4**	2	*	*	-	2	2	-	2	2	-	2	-	-	*	-	-
	5%	*6%*	*6%*	*1%*	*-%*	*8%*	*4%*	*-%*	*8%*	*4%*	*-%*	*17%*	*-%*	*-%*	*28%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**16**	3	2	3	*	3	13	-	3	13	8	2	*	*	1	*	-
	19%	*9%*	*21%*	*22%*	*36%*	*11%*	*22%*	*-%*	*11%*	*22%*	*21%*	*12%*	*3%*	*9%*	*30%*	*24%*	*-%*
Fairly Satisfied	**23**	8	2	5	*	8	15	-	8	15	12	2	3	1	-	1	-
	28%	*23%*	*21%*	*39%*	*33%*	*30%*	*26%*	*-%*	*30%*	*26%*	*31%*	*17%*	*24%*	*27%*	*-%*	*34%*	*-%*
Very Satisfied	**30**	15	2	4	*	10	20	-	10	20	13	7	5	1	1	1	-
	36%	*45%*	*24%*	*35%*	*31%*	*40%*	*34%*	*-%*	*40%*	*34%*	*35%*	*49%*	*46%*	*27%*	*42%*	*42%*	*-%*
Don't Know / (DO NOT READ OUT)	**2**	2	*	*	-	1	2	-	1	2	-	1	*	2	-	-	-
	3%	*5%*	*6%*	*3%*	*-%*	*2%*	*3%*	*-%*	*2%*	*3%*	*-%*	*5%*	*2%*	*33%*	*-%*	*-%*	*-%*
NET: Satisfied	**53**	23	4	9	1	18	35	-	18	35	25	9	8	3	1	1	-
	64%	*68%*	*44%*	*74%*	*64%*	*71%*	*61%*	*-%*	*71%*	*61%*	*67%*	*66%*	*71%*	*55%*	*42%*	*76%*	*-%*
NET: Dissatisfied	**12**	6	2	*	-	4	8	-	4	8	5	2	3	*	*	-	-
	14%	*18%*	*29%*	*1%*	*-%*	*16%*	*13%*	*-%*	*16%*	*13%*	*12%*	*17%*	*25%*	*4%*	*28%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	**95**	37	13	15	12	16	57	38	45	50	-	86	9
Weighted total	**83**	37	12	12	7	14	47	36	43	40	-	79	4
Very Dissatisfied	**8**	2	1	2	2	-	5	2	4	4	-	8	-
	9%	*6%*	*10%*	*20%*	*22%*	*-%*	*11%*	*7%*	*8%*	*10%*	*-%*	*10%*	*-%*
Fairly Dissatisfied	**4**	1	-	2	-	-	1	3	1	3	-	4	-
	5%	*4%*	*-%*	*18%*	*-%*	*-%*	*2%*	*9%*	*2%*	*8%*	*-%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**16**	5	*	2	2	6	11	5	10	5	-	15	1
	19%	*14%*	*3%*	*15%*	*28%*	*45%*	*23%*	*14%*	*25%*	*13%*	*-%*	*19%*	*21%*
Fairly Satisfied	**23**	12	5	2	-	4	13	10	11	12	-	21	2
	28%	*33%*	*41%*	*13%*	*-%*	*32%*	*27%*	*28%*	*26%*	*29%*	*-%*	*27%*	*40%*
Very Satisfied	**30**	15	6	3	3	3	15	15	15	15	-	29	1
	36%	*41%*	*46%*	*23%*	*47%*	*23%*	*32%*	*42%*	*36%*	*37%*	*-%*	*36%*	*34%*
Don't Know / (DO NOT READ OUT)	**2**	1	-	1	*	-	2	*	1	1	-	2	*
	3%	*3%*	*-%*	*10%*	*3%*	*-%*	*5%*	*1%*	*3%*	*3%*	*-%*	*3%*	*5%*
NET: Satisfied	**53**	27	11	4	3	7	27	26	26	27	-	50	3
	64%	*73%*	*87%*	*37%*	*47%*	*55%*	*59%*	*70%*	*62%*	*66%*	*-%*	*63%*	*74%*
NET: Dissatisfied	**12**	4	1	5	2	-	6	6	4	7	-	12	-
	14%	*10%*	*10%*	*38%*	*22%*	*-%*	*13%*	*15%*	*10%*	*18%*	*-%*	*15%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	*c	a	b	c
Unweighted total	95	32	20	41	71	58	77	86	31	63	61	75	-	18	66	89	37
Weighted total	83	28	17	35	49	33	54	79	12	57	50	67	-	15	62	77	21
Very Dissatisfied	8	*	6	2	4	4	4	6	1	6	4	7	-	*	3	6	1
	9%	1%	33%	5%	9%	13%	8%	7%	5%	10%	8%	11%	-%	1%	5%	8%	6%
Fairly Dissatisfied	4	2	-	2	3	2	4	4	1	4	3	4	-	-	4	3	*
	5%	8%	-%	6%	6%	6%	8%	5%	8%	7%	5%	6%	-%	-%	6%	3%	1%
Neither Satisfied Nor Dissatisfied	16	6	5	5	6	5	7	15	2	12	8	12	-	3	13	15	5
	19%	21%	27%	15%	12%	16%	13%	20%	13%	21%	16%	18%	-%	21%	20%	19%	25%
Fairly Satisfied	23	9	5	8	13	6	13	23	1	14	15	20	-	3	17	22	4
	28%	31%	27%	24%	26%	17%	24%	29%	7%	25%	30%	30%	-%	17%	28%	29%	20%
					e		e	e		e	e						
Very Satisfied	30	10	2	16	21	14	23	29	7	19	20	21	-	9	24	30	9
	36%	37%	10%	47%	43%	41%	43%	37%	59%	34%	39%	32%	-%	58%	38%	38%	41%
									df								
Don't Know / (DO NOT READ OUT)	2	1	*	1	2	2	2	2	1	2	1	2	-	*	1	2	1
	3%	3%	3%	3%	5%	6%	5%	2%	8%	3%	2%	3%	-%	3%	2%	3%	7%
NET: Satisfied	53	19	6	25	33	19	36	52	8	33	35	42	-	11	41	52	13
	64%	67%	37%	71%	69%	58%	67%	66%	66%	59%	69%	62%	-%	75%	66%	67%	62%
NET: Dissatisfied	12	2	6	4	7	6	8	9	2	9	7	11	-	*	7	9	1
	14%	9%	33%	10%	14%	19%	16%	12%	13%	17%	14%	16%	-%	1%	11%	11%	6%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	***c**
Unweighted total	**95**	65	47	12	1	66	94	91	94	90	95	-	64	93	38	35	52	8
Weighted total	**83**	58	34	7	1	65	82	79	82	79	83	-	53	79	22	37	44	3
Very Dissatisfied	**8**	4	3	2	-	6	8	8	8	8	8	-	5	8	*	2	6	-
	9%	*6%*	*8%*	*24%*	*-%*	*9%*	*9%*	*10%*	*9%*	*10%*	*9%*	*-%*	*10%*	*10%*	*2%*	*5%*	*14%*	*-%*
Fairly Dissatisfied	**4**	2	1	*	-	4	4	4	4	4	4	-	3	4	1	*	4	-
	5%	*3%*	*3%*	*2%*	*-%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*6%*	*5%*	*3%*	*1%*	*9%*	*-%*
Neither Satisfied Nor Dissatisfied	**16**	14	7	3	-	10	15	13	15	15	16	-	7	15	3	7	7	2
	19%	*23%*	*20%*	*45%*	*-%*	*16%*	*18%*	*17%*	*18%*	*18%*	*19%*	*-%*	*13%*	*18%*	*14%*	*20%*	*15%*	*67%*
Fairly Satisfied	**23**	15	10	*	-	21	23	21	23	21	23	-	12	23	6	13	9	*
	28%	*26%*	*30%*	*2%*	*-%*	*33%*	*28%*	*27%*	*28%*	*27%*	*28%*	*-%*	*23%*	*29%*	*28%*	*36%*	*22%*	*7%*
Very Satisfied	**30**	23	11	2	1	21	30	30	30	30	30	-	23	28	11	14	16	*
	36%	*40%*	*33%*	*27%*	*100%*	*33%*	*37%*	*38%*	*37%*	*37%*	*36%*	*-%*	*44%*	*35%*	*48%*	*37%*	*37%*	*4%*
Don't Know / (DO NOT READ OUT)	**2**	1	2	-	-	2	2	2	2	2	2	-	2	2	1	*	2	1
	3%	*2%*	*6%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*6%*	*1%*	*4%*	*23%*
NET: Satisfied	**53**	38	21	2	1	42	53	51	53	51	53	-	35	51	17	27	26	*
	64%	*66%*	*63%*	*29%*	*100%*	*66%*	*65%*	*65%*	*65%*	*64%*	*64%*	*-%*	*67%*	*64%*	*75%*	*74%*	*59%*	*11%*
NET: Dissatisfied	**12**	5	4	2	-	10	12	12	12	12	12	-	8	12	1	2	10	-
	14%	*9%*	*11%*	*26%*	*-%*	*15%*	*14%*	*15%*	*14%*	*15%*	*14%*	*-%*	*16%*	*15%*	*5%*	*6%*	*22%* a	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	*b	a	*b	a	*b	*a	b	a	b
Unweighted total	**95**	33	13	49	70	25	92	3	57	8	26	60	50	45
Weighted total	**83**	33	12	38	62	21	82	1	53	8	26	53	42	41
Very Dissatisfied	**8**	2	4	2	3	4	8	-	5	-	4	4	5	3
	9%	*5%*	*35%*	*4%*	*6%*	*19%*	*9%*	*-%*	*9%*	*-%*	*16%*	*7%*	*11%*	*7%*
Fairly Dissatisfied	**4**	2	-	2	2	2	4	-	2	2	*	4	4	1
	5%	*6%*	*-%*	*6%*	*4%*	*9%*	*5%*	*-%*	*4%*	*22%*	*2%*	*7%*	*9%*	*1%*
Neither Satisfied Nor Dissatisfied	**16**	8	-	8	14	1	16	-	10	2	3	12	11	5
	19%	*25%*	*-%*	*20%*	*23%*	*7%*	*19%*	*-%*	*19%*	*22%*	*13%*	*22%*	*26%*	*12%*
Fairly Satisfied	**23**	9	1	13	16	7	23	-	16	*	6	16	12	11
	28%	*27%*	*8%*	*34%*	*27%*	*31%*	*28%*	*-%*	*31%*	*2%*	*22%*	*29%*	*29%*	*27%*
Very Satisfied	**30**	10	7	13	24	6	29	1	18	4	10	18	10	20
	36%	*31%*	*57%*	*34%*	*39%*	*28%*	*36%*	*100%*	*34%*	*54%*	*41%*	*34%*	*24%*	*49%* a
Don't Know / (DO NOT READ OUT)	**2**	2	-	1	1	1	2	-	2	-	2	1	1	2
	3%	*6%*	*-%*	*2%*	*2%*	*6%*	*3%*	*-%*	*3%*	*-%*	*6%*	*1%*	*2%*	*4%*
NET: Satisfied	**53**	19	8	26	40	13	52	1	34	4	16	34	22	31
	64%	*58%*	*65%*	*69%*	*65%*	*59%*	*64%*	*100%*	*65%*	*57%*	*63%*	*64%*	*53%*	*75%* a
NET: Dissatisfied	**12**	4	4	4	6	6	12	-	7	2	5	7	8	3
	14%	*11%*	*35%*	*10%*	*9%*	*28%*	*14%*	*-%*	*13%*	*22%*	*18%*	*14%*	*20%*	*8%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)
Base: All of the respondents who have contacted [QV4 provider] with a complaint

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	95	75	6	9	13	7	6	2	14	13	11	20
Weighted total	83	64	11	6	6	6	3	2	10	8	14	28
Very Dissatisfied	8	5	3	-	2	2	-	-	2	1	-	-
	9%	*7%*	*23%*	*-%*	*26%*	*37%*	*-%*	*-%*	*21%*	*18%*	*-%*	*-%*
Fairly Dissatisfied	4	3	1	*	*	2	-	-	-	1	*	-
	5%	*4%*	*13%*	*7%*	*7%*	*26%*	*-%*	*-%*	*-%*	*19%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	16	11	2	*	*	2	1	-	2	*	7	4
	19%	*17%*	*21%*	*2%*	*3%*	*26%*	*24%*	*-%*	*19%*	*5%*	*52%*	*13%*
Fairly Satisfied	23	19	2	5	2	*	-	2	*	2	4	8
	28%	*30%*	*21%*	*81%*	*32%*	*3%*	*-%*	*100%*	*4%*	*20%*	*27%*	*29%*
Very Satisfied	30	25	2	-	2	1	2	-	4	3	3	16
	36%	*39%*	*21%*	*-%*	*32%*	*9%*	*69%*	*-%*	*38%*	*37%*	*21%*	*57%*
Don't Know / (DO NOT READ OUT)	2	2	-	1	-	-	*	-	2	-	-	-
	3%	*4%*	*-%*	*10%*	*-%*	*-%*	*8%*	*-%*	*17%*	*-%*	*-%*	*-%*
NET: Satisfied	53	44	5	5	4	1	2	2	4	4	7	24
	64%	*69%*	*42%*	*81%*	*64%*	*11%*	*69%*	*100%*	*42%*	*57%*	*47%*	*87%*
NET: Dissatisfied	12	7	4	*	2	4	-	-	2	3	*	-
	14%	*11%*	*36%*	*7%*	*33%*	*63%*	*-%*	*-%*	*21%*	*37%*	*1%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 146

QOP3A. SUMMARY. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	DX	Pitney Bowes	TNT Express	TNT Post UK	QV4a Other (1st)	QV4a Other (3rd)	QV4b Other (1st)	QV4b Other (2nd)
Significance Level: 95%	***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**	***m**	***n**	***o**	***p**
Unweighted total	12	14	4	20	8	22	11	14	5	1	5	2	3	1	19	5
Weighted total	14	9	1	18	6	20	15	14	3	*	4	2	4	*	20	9
Very Dissatisfied	-	-	-	2	1	-	2	-	-	-	2	-	-	-	*	-
	-%	-%	-%	13%	22%	-%	11%	-%	-%	-%	41%	-%	-%	-%	2%	-%
Fairly Dissatisfied	*	-	-	2	1	*	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	10%	23%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	2	2	3	1	-	-	-	*	-	4	2
	2%	-%	-%	2%	-%	12%	16%	21%	19%	-%	-%	-%	12%	-%	20%	27%
Fairly Satisfied	2	3	1	4	-	4	4	1	*	-	*	-	-	-	5	-
	13%	35%	51%	20%	-%	18%	27%	5%	7%	-%	4%	-%	-%	-%	25%	-%
Very Satisfied	*	1	*	1	1	2	5	6	2	-	1	-	-	-	5	6
	1%	11%	33%	4%	11%	10%	36%	41%	74%	-%	13%	-%	-%	-%	24%	73%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	4	*	7	3	12	1	5	-	*	2	2	3	*	6	-
	80%	50%	16%	42%	44%	58%	10%	33%	-%	100%	41%	100%	88%	100%	27%	-%
Don't Know / (DO NOT READ OUT)	-	*	-	2	-	-	-	-	-	-	-	-	-	-	*	-
	-%	4%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
NET: Satisfied	2	4	1	4	1	6	9	6	3	-	1	-	-	-	10	6
	15%	46%	84%	24%	11%	28%	63%	46%	81%	-%	18%	-%	-%	-%	49%	73%
NET: Dissatisfied	*	-	-	4	3	*	2	-	-	-	2	-	-	-	*	-
	3%	-%	-%	23%	45%	2%	11%	-%	-%	-%	41%	-%	-%	-%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	2	2	2	3	7	4	1	6	3	2	2	28
Weighted total	38	2	3	5	1	2	12	7	*	4	1	*	1	37
Very low	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	1%
Quite low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	-	1	*	-	1	1
	6%	-%	-%	-%	-%	-%	-%	-%	-%	32%	44%	-%	100%	4%
Quite high	25	2	2	2	-	2	10	5	-	3	*	*	-	25
	66%	100%	53%	50%	-%	100%	77%	68%	-%	68%	44%	53%	-%	67%
Very high	8	-	1	-	1	-	3	2	-	-	*	-	-	8
	21%	-%	47%	-%	100%	-%	23%	32%	-%	-%	11%	-%	-%	22%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	6%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
NET: High	33	2	3	2	1	2	12	7	-	3	1	*	-	33
	87%	100%	100%	50%	100%	100%	100%	100%	-%	68%	56%	53%	-%	89%
NET: Low	*	-	-	-	-	-	-	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	47%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	35	1	10	-	1	7	-	15	21	7	3	4	14	14	21
Weighted total	38	1	8	-	1	8	-	20	36	1	1	1	2	17	21
Very low	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	1%	-%	3%	-%	-%	-%	-%	-%	-%	20%	-%	-%	9%	1%	-%
Quite low	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	*%	-%	10%	-%	-%	4%	-%	*%
Neither low nor high	2	-	*	-	-	2	-	*	2	*	*	-	*	2	1
	6%	-%	4%	-%	-%	21%	-%	2%	6%	11%	33%	-%	12%	10%	4%
Quite high	25	-	5	-	-	6	-	14	24	*	*	1	1	8	17
	66%	-%	60%	-%	-%	77%	-%	73%	67%	29%	33%	78%	47%	47%	80%
Very high	8	1	3	-	1	*	-	3	7	*	*	*	1	5	3
	21%	100%	33%	-%	100%	2%	-%	13%	21%	30%	33%	22%	28%	28%	15%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	6%	-%	-%	-%	-%	-%	-%	12%	7%	-%	-%	-%	-%	14%	-%
NET: High	33	1	7	-	1	6	-	17	32	1	*	1	2	13	20
	87%	100%	94%	-%	100%	79%	-%	85%	88%	59%	67%	100%	75%	76%	96%
NET: Low	*	-	*	-	-	-	-	*	-	*	-	-	*	*	*
	1%	-%	3%	-%	-%	-%	-%	*%	-%	30%	-%	-%	13%	1%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**35**	10	2	10	4	19	16	3	16	16	12	9	5	5	1	3	-
Weighted total	**38**	16	2	14	1	27	12	4	23	12	20	8	4	5	*	1	-
Very low	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	2	*	-	*	2	1	*	1	1	2	-	*	*	*	-	-
	6%	*10%*	*22%*	*-%*	*45%*	*6%*	*6%*	*11%*	*5%*	*6%*	*8%*	*-%*	*3%*	*3%*	*100%*	*-%*	*-%*
Quite high	**25**	9	2	10	*	20	5	4	16	5	13	5	4	3	-	*	-
	66%	*54%*	*78%*	*71%*	*28%*	*74%*	*46%*	*89%*	*71%*	*46%*	*68%*	*63%*	*92%*	*50%*	*-%*	*38%*	*-%*
Very high	**8**	6	-	1	*	5	3	-	5	3	5	3	-	-	-	*	-
	21%	*36%*	*-%*	*11%*	*28%*	*20%*	*25%*	*-%*	*23%*	*25%*	*24%*	*37%*	*-%*	*-%*	*-%*	*62%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	6%	*-%*	*-%*	*17%*	*-%*	*-%*	*20%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*	*45%*	*-%*	*-%*	*-%*
NET: High	**33**	15	2	11	*	25	8	4	21	8	18	8	4	3	-	1	-
	87%	*90%*	*78%*	*82%*	*55%*	*94%*	*71%*	*89%*	*95%*	*71%*	*92%*	*100%*	*92%*	*50%*	*-%*	*100%*	*-%*
NET: Low	*	-	-	*	-	-	*	-	-	*	-	-	*	*	-	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*5%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	35	19	3	7	2	2	22	13	16	19	-	34	1
Weighted total	38	24	1	7	*	3	27	11	18	21	-	38	*
Very low	*	-	-	-	*	-	-	*	-	*	-	-	*
	1%	-%	-%	-%	52%	-%	-%	2%	-%	1%	-%	-%	100%
Quite low	*	-	-	*	-	-	*	-	*	-	-	*	-
	*%	-%	-%	1%	-%	-%	*%	-%	1%	-%	-%	*%	-%
Neither low nor high	2	2	*	*	-	*	2	*	1	1	-	2	-
	6%	7%	21%	7%	-%	7%	8%	2%	5%	7%	-%	6%	-%
Quite high	25	17	*	1	-	2	18	7	10	15	-	25	-
	66%	71%	79%	20%	-%	93%	68%	61%	58%	72%	-%	66%	-%
Very high	8	5	-	3	*	-	4	4	4	4	-	8	-
	21%	22%	-%	37%	48%	-%	15%	35%	23%	20%	-%	21%	-%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	2	-	2	-	-	2	-
	6%	-%	-%	35%	-%	-%	9%	-%	13%	-%	-%	6%	-%
NET: High	33	23	*	4	*	2	22	11	14	19	-	33	-
	87%	93%	79%	57%	48%	93%	83%	96%	81%	92%	-%	87%	-%
NET: Low	*	-	-	*	*	-	*	*	*	*	-	*	*
	1%	-%	-%	1%	52%	-%	*%	2%	1%	1%	-%	*%	100%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	35	22	4	9	34	29	34	30	11	13	23	19	-	14	24	34	10
Weighted total	38	21	7	11	36	28	36	29	12	11	20	20	-	15	25	38	6
Very low	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	1%	1%	-%	-%	1%	1%	1%	1%	-%	2%	1%	1%	-%	-%	1%	1%	3%
Quite low	*	-	-	*	*	-	*	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	1%	*%	-%	*%	*%	-%	-%	*%	-%	-%	1%	-%	*%	-%
Neither low nor high	2	2	-	*	2	1	2	2	1	2	1	2	-	*	2	2	2
	6%	9%	-%	4%	7%	4%	7%	8%	5%	17%	4%	10%	-%	3%	9%	5%	30%
Quite high	25	17	7	1	23	18	23	16	7	3	13	11	-	11	12	25	*
	66%	81%	100%	14%	63%	66%	63%	54%	54%	24%	66%	56%	-%	70%	48%	66%	5%
Very high	8	2	-	6	8	6	8	8	3	4	6	4	-	4	8	8	2
	21%	9%	-%	59%	23%	21%	23%	28%	21%	36%	29%	21%	-%	26%	33%	21%	26%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	2	2	2	2	2	-	2	-	-	2	2	2
	6%	-%	-%	22%	7%	9%	7%	8%	19%	21%	-%	12%	-%	-%	10%	6%	36%
NET: High	33	19	7	8	31	24	31	24	9	7	19	15	-	15	20	33	2
	87%	90%	100%	72%	86%	86%	86%	82%	75%	60%	95%	77%	-%	97%	80%	88%	31%
NET: Low	*	*	-	*	*	*	*	*	-	*	*	*	-	*	*	*	*
	1%	1%	-%	1%	1%	1%	1%	1%	-%	2%	1%	1%	-%	1%	1%	1%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	**35**	27	23	2	-	32	35	33	35	33	35	-	25	32	15	8	26	1
Weighted total	**38**	32	24	*	-	38	38	37	38	37	38	-	27	36	11	12	26	1
Very low	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	1%	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	*2%*	*2%*	-%	-%
Quite low	*	-	*	-	-	*	*	-	*	*	*	-	*	*	*	-	*	-
	%	-%	*%	-%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*1%*	-%	*%	-%
Neither low nor high	**2**	1	2	-	-	2	2	2	2	2	2	-	2	2	2	1	2	-
	6%	*5%*	*8%*	-%	-%	*6%*	*6%*	*7%*	*6%*	*5%*	*6%*	-%	*7%*	*7%*	*23%*	*6%*	*7%*	-%
Quite high	**25**	22	13	*	-	25	25	25	25	25	25	-	18	25	7	8	16	1
	66%	*70%*	*56%*	*37%*	-%	*66%*	*66%*	*68%*	*66%*	*69%*	*66%*	-%	*64%*	*70%*	*70%*	*72%*	*61%*	*100%*
Very high	**8**	6	6	*	-	8	8	7	8	7	8	-	5	6	*	2	6	-
	21%	*18%*	*26%*	*63%*	-%	*21%*	*21%*	*18%*	*21%*	*19%*	*21%*	-%	*19%*	*16%*	*4%*	*21%*	*22%*	-%
Don't Know (DO NOT READ OUT)	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	6%	*7%*	*10%*	-%	-%	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	-%	*9%*	*7%*	-%	-%	*9%*	-%
NET: High	**33**	28	20	*	-	33	33	32	33	32	33	-	23	31	8	11	21	1
	87%	*88%*	*82%*	*100%*	-%	*87%*	*87%*	*87%*	*87%*	*87%*	*87%*	-%	*83%*	*86%*	*75%*	*93%*	*84%*	*100%*
NET: Low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	1%	-%	*%	-%	-%	*%	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	*3%*	*2%*	*%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	**35**	13	2	19	25	10	34	1	23	5	14	20	5	30
Weighted total	**38**	15	*	21	26	12	38	*	24	6	19	19	6	33
Very low	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
Quite low	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	**%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
Neither low nor high	**2**	1	-	2	2	*	2	-	1	-	2	1	*	2
	6%	*4%*	*-%*	*9%*	*8%*	*4%*	*6%*	*-%*	*3%*	*-%*	*9%*	*4%*	*8%*	*6%*
Quite high	**25**	14	*	9	20	5	25	-	18	1	10	15	2	23
	66%	*93%*	*63%*	*42%*	*75%*	*45%*	*66%*	*-%*	*73%*	*22%*	*52%*	*79%*	*42%*	*70%*
Very high	**8**	*	*	8	2	6	8	*	6	2	5	3	*	8
	21%	*1%*	*37%*	*38%*	*7%*	*51%*	*21%*	*100%*	*23%*	*40%*	*26%*	*17%*	*3%*	*24%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	-	2	-	-	2	2	-	2	-
	6%	*-%*	*-%*	*11%*	*9%*	*-%*	*6%*	*-%*	*-%*	*38%*	*13%*	*-%*	*42%*	*-%*
NET: High	**33**	14	*	16	22	12	33	*	24	4	15	19	3	31
	87%	*95%*	*100%*	*79%*	*83%*	*96%*	*87%*	*100%*	*97%*	*62%*	*78%*	*96%*	*46%*	*94%*
NET: Low	*	*	-	*	*	*	*	-	*	-	-	*	*	*
	1%	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*4%*	**%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	35	27	1	5	8	5	4	1	3	2	4	3
Weighted total	38	30	2	5	10	4	1	2	4	4	5	4
Very low	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	*	1	-	-	-	1	-	*	-
	6%	6%	-%	2%	7%	-%	-%	-%	33%	-%	8%	-%
Quite high	25	20	2	5	7	3	1	2	2	-	2	4
	66%	67%	100%	96%	67%	62%	69%	100%	67%	-%	47%	100%
Very high	8	8	-	*	3	2	-	-	-	1	2	-
	21%	27%	-%	2%	26%	38%	-%	-%	-%	38%	45%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	62%	-%	-%
NET: High	33	28	2	5	9	4	1	2	2	1	5	4
	87%	94%	100%	98%	93%	100%	69%	100%	67%	38%	92%	100%
NET: Low	*	*	-	-	-	-	*	-	-	-	-	-
	1%	*%	-%	-%	-%	-%	31%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	25	2	2	-	3	2	2	3	4	1	-	2	4	19
Weighted total	17	2	*	-	2	1	3	5	1	1	-	1	1	15
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%	1%
Neither low nor high	2	-	-	-	*	1	-	-	*	-	-	-	1	2
	14%	-%	-%	-%	11%	84%	-%	-%	46%	-%	-%	-%	50%	11%
Quite high	8	2	*	-	1	-	*	3	-	1	-	-	*	7
	45%	89%	100%	-%	77%	-%	7%	49%	-%	100%	-%	-%	41%	47%
Very high	4	*	-	-	*	-	-	3	*	-	-	1	*	3
	23%	11%	-%	-%	11%	-%	-%	51%	27%	-%	-%	100%	9%	21%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	3	-	*	-	-	-	-	3
	17%	-%	-%	-%	-%	-%	93%	-%	27%	-%	-%	-%	-%	19%
NET: High	12	2	*	-	1	-	*	5	*	1	-	1	1	10
	68%	100%	100%	-%	89%	-%	7%	100%	27%	100%	-%	100%	50%	68%
NET: Low	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	1	9	-	2	4	1	7	10	9	4	2	15	15	10
Weighted total	17	1	2	-	3	5	1	3	14	2	1	*	3	8	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	6%	-%	14%	-%	-%	9%	-%	3%
Neither low nor high	2	-	1	-	-	1	-	*	2	*	*	-	1	2	1
	14%	-%	29%	-%	-%	30%	-%	10%	12%	18%	55%	-%	24%	20%	7%
Quite high	8	1	*	-	*	*	1	3	7	*	-	*	1	3	5
	45%	100%	17%	-%	7%	10%	100%	75%	48%	23%	-%	100%	28%	37%	53%
Very high	4	-	1	-	3	-	-	*	3	1	*	-	1	1	3
	23%	-%	45%	-%	93%	-%	-%	9%	22%	32%	45%	-%	31%	9%	37%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	3	-	-	3	*	-	-	*	3	-
	17%	-%	10%	-%	-%	59%	-%	-%	19%	13%	-%	-%	8%	34%	-%
NET: High	12	1	1	-	3	*	1	3	10	1	*	*	2	4	8
	68%	100%	62%	-%	100%	10%	100%	84%	70%	56%	45%	100%	59%	46%	91%
NET: Low	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	6%	-%	14%	-%	-%	9%	-%	3%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	5	1	6	6	9	16	1	8	16	8	3	6	1	4	2	-
Weighted total	17	8	*	2	1	6	11	1	5	11	12	1	2	*	1	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	4%	-%	-%	5%	-%	-%	-%	11%	-%	-%	-%	-%
Neither low nor high	2	1	-	1	*	1	1	-	1	1	1	1	*	*	-	*	-
	14%	15%	-%	51%	30%	22%	9%	-%	28%	9%	10%	78%	6%	100%	-%	50%	-%
Quite high	8	1	*	*	*	4	3	1	3	3	5	*	1	-	1	-	-
	45%	15%	100%	30%	18%	72%	30%	100%	65%	30%	44%	22%	62%	-%	80%	-%	-%
Very high	4	3	-	*	*	*	4	-	*	4	3	-	*	-	*	*	-
	23%	38%	-%	7%	52%	2%	35%	-%	2%	35%	25%	-%	11%	-%	20%	50%	-%
Don't Know (DO NOT READ OUT)	3	3	-	*	-	-	3	-	-	3	3	-	*	-	-	-	-
	17%	33%	-%	13%	-%	-%	27%	-%	-%	27%	22%	-%	10%	-%	-%	-%	-%
NET: High	12	4	*	1	1	5	7	1	3	7	9	*	1	-	1	*	-
	68%	53%	100%	37%	70%	74%	65%	100%	68%	65%	69%	22%	73%	-%	100%	50%	-%
NET: Low	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	4%	-%	-%	5%	-%	-%	-%	11%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	25	11	8	4	2	-	17	8	12	13	-	22	3
Weighted total	17	9	7	1	*	-	11	6	7	10	-	16	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	*	-	-	*	-
	1%	2%	-%	-%	-%	-%	2%	-%	3%	-%	-%	1%	-%
Neither low nor high	2	1	*	*	-	-	2	1	*	2	-	2	*
	14%	15%	7%	55%	-%	-%	15%	12%	5%	20%	-%	11%	54%
Quite high	8	4	3	*	-	-	5	3	3	5	-	8	-
	45%	49%	46%	20%	-%	-%	48%	40%	43%	47%	-%	48%	-%
Very high	4	*	3	*	*	-	4	*	4	*	-	4	*
	23%	4%	47%	25%	50%	-%	35%	3%	50%	3%	-%	23%	23%
Don't Know (DO NOT READ OUT)	3	3	-	-	*	-	-	3	-	3	-	3	*
	17%	30%	-%	-%	50%	-%	-%	45%	-%	30%	-%	17%	23%
NET: High	12	5	6	*	*	-	9	3	7	5	-	11	*
	68%	53%	93%	45%	50%	-%	83%	43%	92%	50%	-%	71%	23%
NET: Low	*	*	-	-	-	-	*	-	*	-	-	*	-
	1%	2%	-%	-%	-%	-%	2%	-%	3%	-%	-%	1%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**25**	12	6	7	22	17	22	18	9	13	19	19	-	6	14	23	8
Weighted total	**17**	6	5	6	11	5	11	10	6	7	13	13	-	4	9	14	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	-	-	*	*	-	*	-	*	-	-	*	-	-	-	*	-
	1%	*-%*	*-%*	*4%*	*2%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*
Neither low nor high	**2**	1	*	1	2	1	2	2	1	1	2	1	-	1	1	2	1
	14%	*12%*	*4%*	*23%*	*20%*	*20%*	*20%*	*22%*	*22%*	*13%*	*14%*	*9%*	*-%*	*29%*	*11%*	*16%*	*47%*
Quite high	**8**	2	4	1	8	4	8	3	4	2	7	5	-	3	4	7	*
	45%	*35%*	*94%*	*20%*	*67%*	*66%*	*67%*	*35%*	*69%*	*35%*	*57%*	*38%*	*-%*	*67%*	*48%*	*53%*	*21%*
Very high	**4**	*	*	3	1	1	1	4	*	3	4	4	-	*	3	4	*
	23%	*8%*	*2%*	*54%*	*9%*	*11%*	*9%*	*41%*	*5%*	*49%*	*27%*	*29%*	*-%*	*5%*	*38%*	*28%*	*19%*
Don't Know (DO NOT READ OUT)	**3**	3	-	-	*	*	*	*	-	*	*	3	-	-	*	*	*
	17%	*46%*	*-%*	*-%*	*2%*	*4%*	*2%*	*2%*	*-%*	*3%*	*2%*	*23%*	*-%*	*-%*	*2%*	*1%*	*12%*
NET: High	**12**	3	4	5	9	4	9	7	5	6	11	9	-	3	7	11	1
	68%	*43%*	*96%*	*74%*	*76%*	*76%*	*76%*	*76%*	*74%*	*84%*	*84%*	*67%*	*-%*	*71%*	*86%*	*81%*	*40%*
NET: Low	*	-	-	*	*	-	*	-	*	-	-	*	-	-	-	*	-
	1%	*-%*	*-%*	*4%*	*2%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	**25**	15	17	2	-	19	24	22	24	20	24	-	17	24	10	8	13	4
Weighted total	**17**	7	13	*	-	16	14	13	14	13	17	-	10	14	2	8	7	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	1%	3%	2%	-%	-%	1%	2%	2%	2%	2%	1%	-%	2%	2%	-%	-%	3%	-%
Neither low nor high	**2**	2	1	*	-	1	2	1	2	2	2	-	2	2	1	1	*	1
	14%	26%	12%	51%	-%	10%	16%	8%	16%	16%	14%	-%	20%	16%	33%	11%	1%	70%
Quite high	**8**	2	7	*	-	7	8	8	8	6	7	-	4	8	1	4	4	*
	45%	24%	59%	49%	-%	48%	54%	59%	54%	50%	44%	-%	37%	54%	36%	47%	49%	24%
Very high	**4**	3	4	-	-	4	1	1	1	1	4	-	1	1	*	*	3	*
	23%	47%	28%	-%	-%	24%	9%	8%	9%	10%	23%	-%	11%	9%	21%	6%	46%	6%
Don't Know (DO NOT READ OUT)	**3**	-	-	-	-	3	3	3	3	3	3	-	3	3	*	3	-	-
	17%	-%	-%	-%	-%	17%	20%	22%	20%	23%	17%	-%	29%	20%	9%	37%	-%	-%
NET: High	**12**	5	11	*	-	11	9	9	9	7	11	-	5	9	1	4	7	1
	68%	71%	87%	49%	-%	72%	62%	67%	62%	60%	68%	-%	49%	62%	58%	52%	95%	30%
NET: Low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	1%	3%	2%	-%	-%	1%	2%	2%	2%	2%	1%	-%	2%	2%	-%	-%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**25**	9	3	13	20	5	25	-	16	-	6	16	8	17
Weighted total	**17**	12	1	5	13	4	17	-	15	-	3	13	4	13
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	*	-	*	-	*	-	*	-	-	*
	1%	-%	-%	*5%*	*2%*	-%	*1%*	-%	*1%*	-%	*6%*	-%	-%	*2%*
Neither low nor high	**2**	-	1	2	1	1	2	-	1	-	*	2	*	2
	14%	-%	*78%*	*36%*	*9%*	*27%*	*14%*	-%	*10%*	-%	*5%*	*13%*	*10%*	*15%*
Quite high	**8**	5	*	2	7	*	8	-	7	-	2	5	3	5
	45%	*47%*	*22%*	*44%*	*60%*	*4%*	*45%*	-%	*46%*	-%	*70%*	*42%*	*71%*	*38%*
Very high	**4**	3	-	1	1	3	4	-	4	-	1	3	*	3
	23%	*28%*	-%	*15%*	*7%*	*69%*	*23%*	-%	*24%*	-%	*19%*	*24%*	*13%*	*26%*
Don't Know (DO NOT READ OUT)	**3**	3	-	-	3	-	3	-	3	-	-	3	*	3
	17%	*25%*	-%	-%	*23%*	-%	*17%*	-%	*18%*	-%	-%	*21%*	*6%*	*20%*
NET: High	**12**	9	*	3	8	3	12	-	10	-	3	8	3	9
	68%	*75%*	*22%*	*59%*	*66%*	*73%*	*68%*	-%	*70%*	-%	*88%*	*66%*	*85%*	*64%*
NET: Low	*	-	-	*	*	-	*	-	*	-	*	-	-	*
	1%	-%	-%	*5%*	*2%*	-%	*1%*	-%	*1%*	-%	*6%*	-%	-%	*2%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	25	20	-	6	5	3	1	4	6
Weighted total	17	14	-	5	1	1	*	7	3
Very low	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	-	-	*
	1%	2%	-%	-%	-%	-%	-%	-%	6%
Neither low nor high	2	1	-	*	1	-	-	-	1
	14%	6%	-%	10%	59%	-%	-%	-%	35%
Quite high	8	6	-	4	*	1	-	1	1
	45%	46%	-%	88%	31%	79%	-%	18%	41%
Very high	4	4	-	*	*	*	-	3	1
	23%	28%	-%	2%	10%	21%	-%	43%	18%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	*	3	-
	17%	19%	-%	-%	-%	-%	100%	40%	-%
NET: High	12	10	-	4	*	1	-	4	2
	68%	74%	-%	90%	41%	100%	-%	60%	59%
NET: Low	*	*	-	-	-	-	-	-	*
	1%	2%	-%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 149

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	3	-	-	1	2	1	1	2	-	-	1	10
Weighted total	12	-	5	-	-	1	3	*	2	*	-	-	*	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	13%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Neither low nor high	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	3%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	3%
Quite high	8	-	2	-	-	1	2	*	2	-	-	-	*	7
	66%	-%	35%	-%	-%	100%	87%	100%	100%	-%	-%	-%	100%	65%
Very high	2	-	2	-	-	-	-	-	-	*	-	-	-	2
	16%	-%	35%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	17%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	2%
NET: High	10	-	3	-	-	1	2	*	2	*	-	-	*	9
	82%	-%	69%	-%	-%	100%	87%	100%	100%	50%	-%	-%	100%	82%
NET: Low	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	13%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	-	5	-	-	5	-	1	7	3	-	1	4	4	7
Weighted total	12	-	2	-	-	8	-	1	10	1	-	*	1	5	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	13%	-%	-%	-%	-%	-%	-%	100%	14%	-%	-%	-%	-%	28%	-%
Neither low nor high	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	3%	-%	15%	-%	-%	-%	-%	-%	-%	38%	-%	-%	31%	-%	6%
Quite high	8	-	2	-	-	6	-	-	7	*	-	-	*	4	4
	66%	-%	68%	-%	-%	79%	-%	-%	70%	38%	-%	-%	31%	68%	65%
Very high	2	-	*	-	-	2	-	-	2	*	-	-	*	-	2
	16%	-%	9%	-%	-%	21%	-%	-%	16%	24%	-%	-%	19%	-%	29%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	2%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	100%	19%	4%	-%
NET: High	10	-	2	-	-	8	-	-	9	1	-	-	1	4	6
	82%	-%	77%	-%	-%	100%	-%	-%	86%	62%	-%	-%	50%	68%	94%
NET: Low	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	13%	-%	-%	-%	-%	-%	-%	100%	14%	-%	-%	-%	-%	28%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	3	-	2	1	4	7	-	4	7	5	1	1	-	1	1	-
Weighted total	12	4	-	1	*	5	7	-	5	7	6	*	2	-	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	13%	34%	-%	-%	-%	-%	22%	-%	-%	22%	23%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	3%	-%	-%	-%	-%	7%	-%	-%	7%	-%	6%	-%	-%	-%	-%	-%	-%
Quite high	8	3	-	1	-	3	5	-	3	5	4	*	-	-	-	-	-
	66%	66%	-%	100%	-%	59%	72%	-%	59%	72%	71%	100%	-%	-%	-%	-%	-%
Very high	2	-	-	-	-	2	*	-	2	*	-	-	2	-	-	*	-
	16%	-%	-%	-%	-%	34%	3%	-%	34%	3%	-%	-%	100%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	2%	-%	-%	-%	100%	-%	3%	-%	-%	3%	-%	-%	-%	-%	100%	-%	-%
NET: High	10	3	-	1	-	4	5	-	4	5	4	*	2	-	-	*	-
	82%	66%	-%	100%	-%	93%	75%	-%	93%	75%	71%	100%	100%	-%	-%	100%	-%
NET: Low	1	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	13%	34%	-%	-%	-%	-%	22%	-%	-%	22%	23%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	11	6	-	1	2	2	5	6	5	6	-	10	1
Weighted total	12	7	-	*	2	3	6	6	6	6	-	11	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	-	-	-	-	-	1	-	1	-	1	-
	13%	22%	-%	-%	-%	-%	-%	25%	-%	25%	-%	13%	-%
Neither low nor high	*	*	-	-	-	-	-	*	-	*	-	*	-
	3%	6%	-%	-%	-%	-%	-%	6%	-%	6%	-%	3%	-%
Quite high	8	3	-	*	2	3	4	4	4	4	-	7	*
	66%	44%	-%	100%	88%	100%	63%	69%	63%	69%	-%	65%	100%
Very high	2	2	-	-	-	-	2	-	2	-	-	2	-
	16%	28%	-%	-%	-%	-%	33%	-%	33%	-%	-%	17%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	*	-	-	*	-
	2%	-%	-%	-%	12%	-%	4%	-%	4%	-%	-%	2%	-%
NET: High	10	5	-	*	2	3	5	4	5	4	-	9	*
	82%	72%	-%	100%	88%	100%	96%	69%	96%	69%	-%	82%	100%
NET: Low	1	1	-	-	-	-	-	1	-	1	-	1	-
	13%	22%	-%	-%	-%	-%	-%	25%	-%	25%	-%	13%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	3	3	5	7	7	8	11	3	8	5	10	1	-	9	9	4
Weighted total	12	1	3	7	7	7	9	12	2	10	4	11	*	-	11	11	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	1	-	1	-	1	1	-	1	1	1	-	-	1	1	-
	13%	-%	44%	-%	21%	-%	17%	13%	-%	15%	38%	13%	-%	-%	13%	14%	-%
Neither low nor high	*	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	3%	34%	-%	-%	-%	-%	-%	3%	-%	4%	9%	3%	-%	-%	-%	-%	-%
Quite high	8	*	-	7	3	5	5	8	-	6	-	8	-	-	8	7	4
	66%	45%	-%	100%	48%	70%	58%	66%	-%	63%	-%	68%	-%	-%	70%	67%	95%
Very high	2	*	2	-	2	2	2	2	2	2	2	2	*	-	2	2	-
	16%	21%	49%	-%	27%	26%	22%	16%	89%	17%	48%	14%	100%	-%	15%	17%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	2%	-%	7%	-%	3%	3%	3%	2%	11%	-%	6%	2%	-%	-%	2%	2%	5%
NET: High	10	1	2	7	5	7	7	10	2	8	2	9	*	-	9	9	4
	82%	66%	49%	100%	75%	97%	80%	82%	89%	81%	48%	82%	100%	-%	85%	84%	95%
NET: Low	1	-	1	-	1	-	1	1	-	1	1	1	-	-	1	1	-
	13%	-%	44%	-%	21%	-%	17%	13%	-%	15%	38%	13%	-%	-%	13%	14%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	6	1	-	9	11	11	11	11	11	-	9	11	6	6	5	-
Weighted total	12	10	7	*	-	11	12	12	12	12	12	-	8	12	3	7	5	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	-	-
	13%	14%	21%	-%	-%	13%	13%	13%	13%	13%	13%	-%	19%	13%	47%	23%	-%	-%
Neither low nor high	*	-	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	3%	-%	-%	-%	-%	3%	3%	3%	3%	3%	3%	-%	5%	3%	12%	-%	7%	-%
Quite high	8	7	5	-	-	7	8	8	8	8	8	-	4	8	1	5	3	-
	66%	67%	73%	-%	-%	66%	66%	66%	66%	66%	66%	-%	48%	66%	27%	74%	56%	-%
Very high	2	2	*	-	-	2	2	2	2	2	2	-	2	2	*	*	2	-
	16%	16%	3%	-%	-%	17%	16%	16%	16%	16%	16%	-%	25%	16%	7%	3%	32%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	2%	2%	3%	100%	-%	-%	2%	2%	2%	2%	2%	-%	3%	2%	7%	-%	4%	-%
NET: High	10	8	5	-	-	9	10	10	10	10	10	-	6	10	1	5	4	-
	82%	83%	76%	-%	-%	83%	82%	82%	82%	82%	82%	-%	73%	82%	34%	77%	89%	-%
NET: Low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	-	-
	13%	14%	21%	-%	-%	13%	13%	13%	13%	13%	13%	-%	19%	13%	47%	23%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	3	2	5	8	3	11	-	8	-	1	9	2	9
Weighted total	12	2	2	6	10	2	12	-	8	-	1	10	1	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	13%	-%	-%	26%	15%	-%	13%	-%	-%	-%	-%	15%	-%	13%
Neither low nor high	*	-	-	*	*	-	*	-	*	-	-	*	*	-
	3%	-%	-%	6%	4%	-%	3%	-%	4%	-%	-%	4%	62%	-%
Quite high	8	2	*	4	8	-	8	-	6	-	1	6	-	8
	66%	90%	22%	63%	81%	-%	66%	-%	71%	-%	100%	61%	-%	70%
Very high	2	*	2	-	-	2	2	-	2	-	-	2	-	2
	16%	10%	78%	-%	-%	89%	16%	-%	22%	-%	-%	19%	-%	17%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	2%	-%	-%	4%	-%	11%	2%	-%	3%	-%	-%	2%	38%	-%
NET: High	10	2	2	4	8	2	10	-	8	-	1	8	-	10
	82%	100%	100%	63%	81%	89%	82%	-%	93%	-%	100%	79%	-%	87%
NET: Low	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	13%	-%	-%	26%	15%	-%	13%	-%	-%	-%	-%	15%	-%	13%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month			Month		
	TOTAL	Satisfied	Dissatisfied	Feb	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c	*a	*b	*c
Unweighted total	11	10	-	1	1	4	1	1	2	1
Weighted total	12	11	-	*	2	5	*	*	4	*
Very low	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	-	-	-	-	-	-	1	-
	13%	13%	-%	-%	-%	-%	-%	-%	38%	-%
Neither low nor high	*	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Quite high	8	8	-	*	2	3	-	-	2	*
	66%	68%	-%	100%	100%	60%	-%	-%	62%	100%
Very high	2	2	-	-	-	2	-	-	-	-
	16%	17%	-%	-%	-%	40%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	-
	2%	2%	-%	-%	-%	-%	100%	-%	-%	-%
NET: High	10	10	-	*	2	5	-	-	2	*
	82%	85%	-%	100%	100%	100%	-%	-%	62%	100%
NET: Low	1	1	-	-	-	-	-	-	1	-
	13%	13%	-%	-%	-%	-%	-%	-%	38%	-%

Columns Tested: a,b - a,b,c - a,b,c

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	3	2	3	1	5	1	2	4	5	5	3	22
Weighted total	32	2	2	3	4	*	10	2	2	3	2	2	1	27
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Neither low nor high	4	-	-	-	-	-	2	-	-	1	-	-	-	4
	12%	-%	-%	-%	-%	-%	25%	-%	-%	49%	-%	-%	-%	14%
Quite high	14	-	2	2	1	-	7	-	*	*	*	1	*	13
	44%	-%	83%	93%	33%	-%	73%	-%	9%	8%	20%	36%	34%	48%
Very high	14	2	*	*	2	*	*	2	2	1	2	1	1	10
	43%	100%	17%	7%	67%	100%	2%	100%	91%	44%	80%	58%	66%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	2	2	3	4	*	7	2	2	1	2	2	1	23
	88%	100%	100%	100%	100%	100%	75%	100%	100%	51%	100%	93%	100%	86%
NET: Low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	35	-	10	-	1	19	-	4	25	4	2	4	10	13	22
Weighted total	32	-	9	-	*	19	-	4	30	1	*	1	2	13	19
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	19%	-%	-%	6%	-%	1%
Neither low nor high	4	-	3	-	-	1	-	-	4	-	*	-	*	2	1
	12%	-%	29%	-%	-%	6%	-%	-%	12%	-%	51%	-%	10%	18%	7%
Quite high	14	-	*	-	*	10	-	3	14	*	-	*	*	4	10
	44%	-%	4%	-%	100%	55%	-%	80%	45%	19%	-%	48%	29%	30%	54%
Very high	14	-	6	-	-	7	-	1	13	*	*	*	1	7	7
	43%	-%	68%	-%	-%	38%	-%	20%	43%	62%	49%	52%	55%	52%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	-	6	-	*	18	-	4	27	*	*	1	1	11	17
	88%	-%	71%	-%	100%	93%	-%	100%	88%	81%	49%	100%	84%	82%	92%
NET: Low	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	19%	-%	-%	6%	-%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**35**	13	4	6	3	9	26	-	9	26	11	9	3	5	3	3	-
Weighted total	**32**	16	3	6	1	10	22	-	10	22	14	6	5	4	2	1	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	%	*-%*	*-%*	*-%*	*21%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
Neither low nor high	**4**	4	-	-	*	-	4	-	-	4	-	-	2	1	-	-	-
	12%	*22%*	*-%*	*-%*	*35%*	*-%*	*17%*	*-%*	*-%*	*17%*	*-%*	*-%*	*49%*	*31%*	*-%*	*-%*	*-%*
Quite high	**14**	6	-	5	*	6	9	-	6	9	7	2	2	2	*	-	-
	44%	*38%*	*-%*	*85%*	*44%*	*57%*	*39%*	*-%*	*57%*	*39%*	*50%*	*39%*	*48%*	*54%*	*14%*	*-%*	*-%*
Very high	**14**	7	3	1	-	4	10	-	4	10	7	3	*	1	1	1	-
	43%	*40%*	*100%*	*15%*	*-%*	*43%*	*44%*	*-%*	*43%*	*44%*	*50%*	*61%*	*4%*	*14%*	*79%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**28**	13	3	6	*	10	18	-	10	18	14	6	3	3	1	1	-
	88%	*78%*	*100%*	*100%*	*44%*	*100%*	*83%*	*-%*	*100%*	*83%*	*100%*	*100%*	*51%*	*69%*	*93%*	*100%*	*-%*
NET: Low	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	%	*-%*	*-%*	*-%*	*21%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	35	12	4	7	4	7	20	15	13	22	-	33	2
Weighted total	32	12	4	8	3	5	15	17	10	23	-	31	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	2%	1%	-%	-%	*%	-%	*%	-%
Neither low nor high	4	-	-	4	-	*	1	3	1	3	-	4	-
	12%	-%	-%	43%	-%	3%	8%	15%	13%	11%	-%	12%	-%
Quite high	14	8	3	*	*	2	9	5	6	8	-	14	-
	44%	73%	76%	1%	8%	47%	61%	30%	62%	37%	-%	45%	-%
Very high	14	3	1	5	3	2	5	9	2	12	-	13	1
	43%	27%	24%	56%	92%	48%	30%	55%	25%	51%	-%	42%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	12	4	5	3	5	14	14	8	20	-	28	1
	88%	100%	100%	57%	100%	95%	91%	85%	87%	88%	-%	88%	100%
NET: Low	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	2%	1%	-%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	35	11	7	17	29	20	29	32	14	22	21	29	-	5	24	30	15
Weighted total	32	11	8	13	23	14	23	31	9	22	21	28	-	4	22	26	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	-%	-%	1%	*%	1%	*%	*%	1%	*%	1%	*%	-%	-%	*%	*%	1%
Neither low nor high	4	*	2	1	4	4	4	4	*	4	3	4	-	-	*	4	1
	12%	2%	28%	9%	16%	28%	16%	12%	2%	17%	12%	13%	-%	-%	1%	15%	17%
Quite high	14	6	6	3	8	3	8	13	5	6	11	11	-	3	10	10	1
	44%	55%	66%	20%	34%	24%	34%	43%	58%	26%	53%	39%	-%	84%	45%	40%	10%
Very high	14	5	*	9	11	6	11	14	4	12	7	13	-	1	12	11	6
	43%	43%	5%	69%	49%	47%	49%	44%	39%	56%	35%	48%	-%	16%	53%	45%	72%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	11	6	11	19	10	19	27	9	18	18	24	-	4	21	22	7
	88%	98%	72%	90%	83%	71%	83%	87%	97%	82%	87%	86%	-%	100%	99%	85%	82%
NET: Low	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	-%	-%	1%	*%	1%	*%	*%	1%	*%	1%	*%	-%	-%	*%	*%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	35	23	20	3	-	27	34	32	34	35	35	-	26	33	15	8	25	2
Weighted total	32	21	14	2	-	29	32	30	32	32	32	-	22	29	13	7	25	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	*%	-%	1%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	20%
Neither low nor high	4	*	4	-	-	4	4	4	4	4	4	-	1	4	1	*	4	-
	12%	1%	27%	-%	-%	13%	12%	13%	12%	12%	12%	-%	6%	13%	11%	2%	15%	-%
Quite high	14	10	3	*	-	13	14	14	14	14	14	-	9	14	7	2	11	*
	44%	48%	23%	21%	-%	47%	45%	47%	45%	44%	44%	-%	41%	49%	57%	34%	47%	80%
Very high	14	11	7	1	-	12	14	12	14	14	14	-	12	11	4	4	9	-
	43%	52%	49%	79%	-%	40%	43%	40%	43%	43%	43%	-%	53%	38%	32%	64%	39%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	21	10	2	-	25	28	26	28	28	28	-	20	25	11	7	21	*
	88%	99%	72%	100%	-%	87%	88%	87%	88%	88%	88%	-%	93%	87%	89%	98%	85%	80%
NET: Low	*	-	*	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	*%	-%	1%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	20%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	35	12	5	17	22	13	33	2	25	2	9	24	8	27
Weighted total	32	10	5	15	17	16	31	1	24	4	10	22	9	23
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	-	*	-	-	-	*	-	*	-
	*%	1%	-%	-%	1%	-%	*%	-%	-%	-%	1%	-%	1%	-%
Neither low nor high	4	1	2	-	*	4	4	-	4	-	4	*	2	1
	12%	14%	46%	-%	1%	23%	12%	-%	16%	-%	37%	1%	27%	6%
Quite high	14	4	-	7	9	5	14	*	13	-	2	13	3	12
	44%	46%	-%	50%	55%	33%	44%	72%	53%	-%	17%	58%	29%	50%
Very high	14	4	3	7	7	7	14	*	8	4	4	9	4	10
	43%	38%	54%	50%	43%	44%	44%	28%	31%	100%	45%	41%	43%	44%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	8	3	15	16	12	28	1	20	4	6	22	6	22
	88%	85%	54%	100%	98%	77%	88%	100%	84%	100%	62%	99%	72%	94%
NET: Low	*	*	-	-	*	-	*	-	-	-	*	-	*	-
	*%	1%	-%	-%	1%	-%	*%	-%	-%	-%	1%	-%	1%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	35	30	2	5	9	4	1	1	5	1	3	6
Weighted total	32	27	5	4	7	5	*	2	3	*	4	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Neither low nor high	4	1	2	-	*	2	-	-	1	-	-	-
	12%	5%	50%	-%	2%	51%	-%	-%	44%	-%	-%	-%
Quite high	14	12	2	3	3	*	-	2	1	-	1	5
	44%	45%	50%	78%	35%	10%	-%	100%	24%	-%	36%	63%
Very high	14	14	-	1	4	2	*	-	1	*	2	3
	43%	51%	-%	22%	62%	39%	100%	-%	32%	100%	64%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	28	25	2	4	7	2	*	2	2	*	4	7
	88%	95%	50%	100%	98%	49%	100%	100%	56%	100%	100%	99%
NET: Low	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 151

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	13	1	-	-	2	1	1	1	1	1	3	1	1	8
Weighted total	11	1	-	-	1	*	2	2	*	1	1	*	*	9
Very low	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	2%
Quite low	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	11%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	13%
Neither low nor high	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	13%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Quite high	4	-	-	-	*	*	2	-	-	-	*	*	*	3
	33%	-%	-%	-%	12%	100%	100%	-%	-%	-%	32%	100%	100%	29%
Very high	5	-	-	-	1	-	-	2	-	-	1	-	-	4
	41%	-%	-%	-%	88%	-%	-%	100%	-%	-%	68%	-%	-%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	-	-	-	1	*	2	2	-	-	1	*	*	6
	74%	-%	-%	-%	100%	100%	100%	100%	-%	-%	100%	100%	100%	69%
NET: Low	1	-	-	-	-	-	-	-	*	1	-	-	-	1
	13%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	13	1	1	-	1	7	-	3	9	4	-	-	4	6	7
Weighted total	11	*	*	-	*	6	-	4	10	1	-	-	1	3	8
Very low	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	3%	-%	-%	-%	30%	-%	-%	30%	6%	-%
Quite low	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	11%	-%	-%	-%	-%	22%	-%	-%	12%	-%	-%	-%	-%	36%	-%
Neither low nor high	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	13%	-%	-%	-%	-%	-%	-%	35%	14%	-%	-%	-%	-%	-%	19%
Quite high	4	*	*	-	-	1	-	2	3	*	-	-	*	*	3
	33%	100%	100%	-%	-%	12%	-%	55%	31%	70%	-%	-%	70%	8%	44%
Very high	5	-	-	-	*	4	-	*	5	-	-	-	-	2	3
	41%	-%	-%	-%	100%	63%	-%	10%	43%	-%	-%	-%	-%	50%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	*	*	-	*	4	-	3	8	*	-	-	*	2	6
	74%	100%	100%	-%	100%	75%	-%	65%	74%	70%	-%	-%	70%	58%	81%
NET: Low	1	-	-	-	-	1	-	-	1	*	-	-	*	1	-
	13%	-%	-%	-%	-%	25%	-%	-%	12%	30%	-%	-%	30%	42%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	13	8	2	-	-	6	7	-	6	7	6	2	-	3	1	-	-
Weighted total	11	8	1	-	-	6	5	-	6	5	5	3	-	2	*	-	-
Very low	*	-	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	2%	-%	30%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	12%	-%	-%	-%
Quite low	1	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	11%	16%	-%	-%	-%	-%	26%	-%	-%	26%	23%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	13%	19%	-%	-%	-%	-%	30%	-%	-%	30%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	3	*	-	-	3	1	-	3	1	1	3	-	*	*	-	-
	33%	38%	70%	-%	-%	45%	18%	-%	45%	18%	16%	100%	-%	11%	100%	-%	-%
Very high	5	2	-	-	-	3	1	-	3	1	3	-	-	1	-	-	-
	41%	28%	-%	-%	-%	52%	26%	-%	52%	26%	61%	-%	-%	78%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	5	*	-	-	6	2	-	6	2	4	3	-	1	*	-	-
	74%	65%	70%	-%	-%	97%	44%	-%	97%	44%	77%	100%	-%	88%	100%	-%	-%
NET: Low	1	1	*	-	-	*	1	-	*	1	1	-	-	*	-	-	-
	13%	16%	30%	-%	-%	3%	26%	-%	3%	26%	23%	-%	-%	12%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**13**	7	4	-	1	1	8	5	6	7	-	13	-
Weighted total	**11**	8	3	-	*	*	8	3	6	5	-	11	-
Very low	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*
Quite low	**1**	-	1	-	-	-	1	-	1	-	-	1	-
	11%	*-%*	*40%*	*-%*	*-%*	*-%*	*15%*	*-%*	*21%*	*-%*	*-%*	*11%*	*-%*
Neither low nor high	**1**	1	-	-	-	-	-	1	-	1	-	1	-
	13%	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*55%*	*-%*	*29%*	*-%*	*13%*	*-%*
Quite high	**4**	3	1	-	*	*	3	1	*	3	-	4	-
	33%	*36%*	*20%*	*-%*	*100%*	*100%*	*34%*	*29%*	*7%*	*63%*	*-%*	*33%*	*-%*
Very high	**5**	3	1	-	-	-	4	*	4	*	-	5	-
	41%	*42%*	*40%*	*-%*	*-%*	*-%*	*49%*	*16%*	*69%*	*8%*	*-%*	*41%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**8**	6	2	-	*	*	7	1	5	4	-	8	-
	74%	*78%*	*60%*	*-%*	*100%*	*100%*	*83%*	*45%*	*76%*	*71%*	*-%*	*74%*	*-%*
NET: Low	**1**	*	1	-	-	-	1	-	1	-	-	1	-
	13%	*2%*	*40%*	*-%*	*-%*	*-%*	*17%*	*-%*	*24%*	*-%*	*-%*	*13%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	13	6	1	6	8	9	12	11	6	8	7	9	-	4	8	11	3
Weighted total	11	4	*	7	5	8	11	10	3	7	7	8	-	3	9	9	3
Very low	*	*	-	-	*	*	*	-	*	-	*	-	-	*	-	*	-
	2%	5%	-%	-%	3%	2%	2%	-%	6%	-%	3%	-%	-%	5%	-%	2%	-%
Quite low	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	1
	11%	-%	-%	18%	23%	16%	12%	12%	-%	17%	18%	16%	-%	-%	14%	13%	48%
Neither low nor high	1	-	-	1	-	1	1	1	-	1	-	1	-	-	1	-	-
	13%	-%	-%	21%	-%	19%	14%	14%	-%	20%	-%	19%	-%	-%	16%	-%	-%
Quite high	4	3	*	1	3	*	3	3	3	1	3	1	-	3	3	3	*
	33%	73%	100%	8%	57%	4%	30%	31%	94%	12%	39%	12%	-%	81%	33%	35%	4%
Very high	5	1	-	4	1	5	5	5	-	4	3	4	-	*	3	5	1
	41%	22%	-%	53%	17%	59%	42%	43%	-%	50%	41%	53%	-%	14%	37%	49%	49%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	4	*	4	4	5	8	8	3	4	6	5	-	3	6	8	1
	74%	95%	100%	60%	74%	62%	73%	74%	94%	62%	80%	65%	-%	95%	70%	84%	52%
NET: Low	1	*	-	1	1	1	1	1	*	1	1	1	-	*	1	1	1
	13%	5%	-%	18%	26%	19%	13%	12%	6%	17%	20%	16%	-%	5%	14%	16%	48%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	13	9	8	1	-	11	13	12	13	11	13	-	8	13	-	3	10	-
Weighted total	11	8	5	*	-	11	11	9	11	9	11	-	7	11	-	4	7	-
Very low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	2%	3%	-%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	3%	-%
Quite low	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	11%	16%	-%	-%	-%	12%	11%	14%	11%	14%	11%	-%	18%	11%	-%	-%	17%	-%
Neither low nor high	1	-	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	13%	-%	-%	-%	-%	14%	13%	17%	13%	17%	13%	-%	22%	13%	-%	-%	20%	-%
Quite high	4	3	3	*	-	3	4	1	4	1	4	-	1	4	-	2	1	-
	33%	40%	57%	100%	-%	30%	33%	15%	33%	13%	33%	-%	8%	33%	-%	66%	16%	-%
Very high	5	3	2	-	-	5	5	5	5	5	5	-	3	5	-	1	3	-
	41%	42%	40%	-%	-%	43%	41%	52%	41%	53%	41%	-%	49%	41%	-%	34%	44%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	6	5	*	-	8	8	6	8	6	8	-	4	8	-	4	4	-
	74%	82%	97%	100%	-%	73%	74%	67%	74%	66%	74%	-%	57%	74%	-%	100%	61%	-%
NET: Low	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	13%	18%	3%	-%	-%	13%	13%	16%	13%	17%	13%	-%	21%	13%	-%	-%	19%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	3	2	8	8	5	13	-	11	1	3	10	5	8
Weighted total	11	2	*	9	5	6	11	-	7	2	6	5	2	9
Very low	*	-	*	-	*	-	*	-	*	-	-	*	*	-
	2%	-%	*52%*	-%	*4%*	-%	*2%*	-%	*3%*	-%	-%	*4%*	*8%*	-%
Quite low	1	-	-	1	-	1	1	-	-	-	-	1	-	1
	11%	-%	-%	*14%*	-%	*19%*	*11%*	-%	-%	-%	-%	*24%*	-%	*14%*
Neither low nor high	1	1	-	-	-	1	1	-	1	-	-	1	1	-
	13%	*74%*	-%	-%	-%	*23%*	*13%*	-%	*20%*	-%	-%	*29%*	*62%*	-%
Quite high	4	1	*	3	1	3	4	-	1	2	2	1	1	3
	33%	*26%*	*48%*	*34%*	*25%*	*39%*	*33%*	-%	*18%*	*100%*	*39%*	*26%*	*30%*	*34%*
Very high	5	-	-	5	3	1	5	-	5	-	4	1	-	5
	41%	-%	-%	*52%*	*71%*	*19%*	*41%*	-%	*60%*	-%	*61%*	*18%*	-%	*52%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	1	*	7	4	4	8	-	6	2	6	2	1	7
	74%	*26%*	*48%*	*86%*	*96%*	*58%*	*74%*	-%	*78%*	*100%*	*100%*	*43%*	*30%*	*86%*
NET: Low	1	-	*	1	*	1	1	-	*	-	-	1	*	1
	13%	-%	*52%*	*14%*	*4%*	*19%*	*13%*	-%	*3%*	-%	-%	*28%*	*8%*	*14%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month		Month		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Mar	Apr	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	10	2	3	1	2	2	3	2
Weighted total	11	9	2	2	*	1	1	3	5
Very low	*	-	*	-	-	-	-	*	-
	2%	-%	11%	-%	-%	-%	-%	7%	-%
Quite low	1	1	-	-	-	-	-	1	-
	11%	14%	-%	-%	-%	-%	-%	43%	-%
Neither low nor high	1	-	1	-	-	-	-	1	-
	13%	-%	89%	-%	-%	-%	-%	51%	-%
Quite high	4	3	-	*	-	*	1	-	2
	33%	36%	-%	22%	-%	18%	100%	-%	50%
Very high	5	5	-	1	*	*	-	-	2
	41%	50%	-%	78%	100%	82%	-%	-%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	8	-	2	*	1	1	-	5
	74%	86%	-%	100%	100%	100%	100%	-%	100%
NET: Low	1	1	*	-	-	-	-	1	-
	13%	14%	11%	-%	-%	-%	-%	49%	-%

Columns Tested: a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

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The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	55	3	1	3	5	2	3	2	7	3	10	11	5	29
Weighted total	48	5	1	3	5	1	5	5	10	3	4	4	2	39
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	-	-	3	-	-	2	-	-	-	*	*	-	5
	12%	-%	-%	83%	-%	-%	48%	-%	-%	-%	11%	11%	-%	13%
Quite high	20	2	-	*	2	1	2	-	6	2	2	1	1	17
	42%	34%	-%	11%	47%	84%	49%	-%	66%	91%	39%	31%	37%	44%
Very high	22	3	1	*	3	*	*	5	3	*	2	2	1	17
	45%	66%	100%	6%	53%	16%	4%	100%	34%	9%	50%	58%	63%	43%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	5	1	1	5	1	3	5	10	3	4	3	2	33
	88%	100%	100%	17%	100%	100%	52%	100%	100%	100%	89%	89%	100%	87%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*a	*b
Unweighted total	55	2	3	2	2	23	1	21	43	7	1	4	12	26	29
Weighted total	48	2	1	1	1	23	1	19	46	1	*	1	2	22	26
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	-	*	-	-	2	-	3	6	-	-	-	-	6	-
	12%	-%	37%	-%	-%	10%	-%	17%	13%	-%	-%	-%	-%	27%	-%
Quite high	20	-	*	1	-	8	1	9	19	1	*	*	1	9	11
	42%	-%	29%	100%	-%	36%	100%	46%	42%	56%	100%	14%	45%	41%	43%
Very high	22	2	*	-	1	12	-	7	21	1	-	1	1	7	15
	45%	100%	34%	-%	100%	54%	-%	37%	45%	44%	-%	86%	55%	32%	57%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	2	1	1	1	20	1	15	40	1	*	1	2	16	26
	88%	100%	63%	100%	100%	90%	100%	83%	87%	100%	100%	100%	100%	73%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**55**	23	8	4	1	28	27	8	20	27	23	14	4	-	6	5	-
Weighted total	**48**	26	4	2	*	30	19	8	22	19	23	14	4	-	3	1	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**6**	3	*	-	-	3	3	3	-	3	3	*	-	-	-	-	-
	12%	*12%*	*10%*	*-%*	*-%*	*9%*	*17%*	*34%*	*-%*	*17%*	*14%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**20**	7	3	2	-	11	9	1	10	9	10	5	3	-	1	*	-
	42%	*26%*	*62%*	*90%*	*-%*	*38%*	*49%*	*11%*	*48%*	*49%*	*43%*	*38%*	*76%*	*-%*	*37%*	*19%*	*-%*
Very high	**22**	16	1	*	*	16	6	4	11	6	10	8	1	-	2	1	-
	45%	*62%*	*28%*	*10%*	*100%*	*53%*	*33%*	*56%*	*52%*	*33%*	*43%*	*59%*	*24%*	*-%*	*63%*	*81%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**42**	23	4	2	*	27	16	5	22	16	20	14	4	-	3	1	-
	88%	*88%*	*90%*	*100%*	*100%*	*91%*	*83%*	*66%*	*100%*	*83%*	*86%*	*97%*	*100%*	*-%*	*100%*	*100%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	*a	b	*c
Unweighted total	55	35	5	4	3	6	49	6	41	14	-	53	2
Weighted total	48	32	4	3	2	6	43	6	35	14	-	46	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	4	-	-	-	2	3	3	3	3	-	6	-
	12%	11%	-%	-%	-%	36%	8%	48%	9%	20%	-%	13%	-%
Quite high	20	13	2	3	-	2	18	3	16	5	-	19	1
	42%	42%	45%	93%	-%	32%	42%	45%	46%	34%	-%	41%	77%
Very high	22	15	2	*	2	2	22	*	16	6	-	22	*
	45%	47%	55%	7%	100%	32%	50%	8%	45%	47%	-%	46%	23%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	28	4	3	2	4	39	3	31	11	-	41	2
	88%	89%	100%	100%	100%	64%	92%	52%	91%	80%	-%	87%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	a	b	*c
Unweighted total	55	21	12	22	46	37	49	46	27	28	37	36	-	17	32	51	16
Weighted total	48	19	12	18	36	31	40	43	20	25	31	33	-	14	24	43	12
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	3	-	3	1	3	4	6	*	3	1	3	-	3	3	6	2
	12%	17%	-%	16%	2%	10%	9%	14% a	2%	11%	3%	10%	-%	19%	12%	14%	20%
Quite high	20	6	9	6	14	11	14	17	10	9	13	14	-	6	12	16	4
	42%	30%	76%	33%	39%	36%	37%	40%	52%	38%	43%	43%	-%	44%	51%	37%	35%
Very high	22	10	3	9	21	17	22	20	9	13	17	16	-	5	9	22	5
	45%	53%	24%	52%	59%	54%	54%	46%	46%	51%	54%	48%	-%	37%	38%	50%	45%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	16	12	15	36	28	36	37	19	22	30	30	-	12	21	38	9
	88%	83%	100%	84%	98% d	90%	91%	86%	98%	89%	97%	90%	-%	81%	88%	86%	80%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	b	***c**
Unweighted total	**55**	41	32	3	2	46	51	50	52	48	52	1	41	51	13	13	39	2
Weighted total	**48**	35	26	4	3	38	43	43	45	42	44	2	35	44	11	12	31	3
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**6**	6	5	-	-	6	6	6	6	6	6	-	3	6	*	3	3	-
	12%	*17%*	*21%*	*-%*	*-%*	*16%*	*14%*	*14%*	*13%*	*14%*	*13%*	*-%*	*9%*	*14%*	*4%*	*23%*	*10%*	*-%*
Quite high	**20**	13	9	-	2	17	19	20	20	18	19	-	18	19	5	6	15	-
	42%	*38%*	*36%*	*-%*	*53%*	*44%*	*43%*	*48%*	*45%*	*43%*	*42%*	*-%*	*51%*	*44%*	*42%*	*48%*	*48%*	*-%*
Very high	**22**	16	11	4	1	15	19	17	19	18	20	2	14	19	6	3	13	3
	45%	*45%*	*42%*	*100%*	*47%*	*40%*	*43%*	*39%*	*42%*	*43%*	*44%*	*100%*	*40%*	*43%*	*54%*	*29%*	*42%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**42**	29	20	4	3	32	38	37	39	36	38	2	32	38	11	9	28	3
	88%	*83%*	*79%*	*100%*	*100%*	*84%*	*86%*	*86%*	*87%*	*86%*	*87%*	*100%*	*91%*	*86%*	*96%*	*77%*	*90%*	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	b
Unweighted total	55	9	10	36	32	23	48	7	46	2	8	45	10	45
Weighted total	48	9	8	32	26	22	42	6	41	2	6	41	7	41
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	*	*	5	3	3	6	-	6	-	-	6	4	2
	12%	5%	6%	16%	12%	12%	14%	-%	15%	-%	-%	15%	49%	6%
Quite high	20	5	4	12	11	9	17	3	15	2	3	16	3	17
	42%	56%	44%	38%	43%	42%	42%	47%	36%	100%	47%	40%	43%	42%
Very high	22	3	4	15	12	10	19	3	20	-	3	19	1	21
	45%	39%	50%	46%	45%	46%	44%	53%	49%	-%	53%	46%	7%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	8	8	27	23	19	36	6	35	2	6	35	4	39
	88%	95%	94%	84%	88%	88%	86%	100%	85%	100%	100%	85%	51%	94%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	55	49	-	6	6	4	2	5	12	8	3	9
Weighted total	48	42	-	5	7	4	1	7	9	5	4	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	3	-	*	-	-	-	3	-	-	2	-
	12%	8%	-%	9%	-%	-%	-%	43%	-%	-%	55%	-%
Quite high	20	17	-	1	5	2	-	4	3	2	-	4
	42%	40%	-%	26%	67%	42%	-%	57%	34%	37%	-%	60%
Very high	22	22	-	3	2	2	1	-	6	3	2	3
	45%	52%	-%	65%	33%	58%	100%	-%	66%	63%	45%	40%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	38	-	5	7	4	1	4	9	5	2	6
	88%	92%	-%	91%	100%	100%	100%	57%	100%	100%	45%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 153

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	32	2	5	4	2	4	3	3	3	1	3	2	-	27
Weighted total	45	2	7	8	2	3	7	8	5	1	1	1	-	43
Very low	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	4%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	4%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	4%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	4%
Quite high	22	2	3	5	1	1	2	5	-	1	*	-	-	21
	49%	100%	52%	66%	51%	42%	32%	65%	-%	100%	32%	-%	-%	50%
Very high	20	-	3	3	1	2	5	3	2	-	1	1	-	18
	44%	-%	48%	34%	49%	58%	68%	35%	33%	-%	68%	100%	-%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	2	7	8	2	3	7	8	2	1	1	1	-	39
	93%	100%	100%	100%	100%	100%	100%	100%	33%	100%	100%	100%	-%	92%
NET: Low	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	4%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	4%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	32	1	-	2	1	14	1	13	27	4	-	1	5	19	13
Weighted total	45	1	-	4	1	21	2	15	44	1	-	*	1	31	14
Very low	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	4%	-%	-%	-%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	12%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	4%	-%	-%	-%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	12%
Quite high	22	-	-	2	1	8	-	11	22	*	-	-	*	14	8
	49%	-%	-%	38%	100%	37%	-%	76%	49%	46%	-%	-%	35%	45%	56%
Very high	20	1	-	3	-	10	2	4	19	*	-	*	1	17	3
	44%	100%	-%	62%	-%	47%	100%	24%	43%	54%	-%	100%	65%	55%	21%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	1	-	4	1	18	2	15	41	1	-	*	1	31	11
	93%	100%	-%	100%	100%	84%	100%	100%	92%	100%	-%	100%	100%	100%	77%
NET: Low	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	4%	-%	-%	-%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	12%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**32**	15	2	1	1	22	10	5	17	10	20	5	3	2	-	1	-
Weighted total	**45**	26	3	*	*	31	14	8	23	14	34	4	3	2	-	*	-
Very low	**2**	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	4%	*-%*	*50%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*12%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*7%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**22**	9	2	-	-	15	7	3	12	7	16	3	*	1	-	-	-
	49%	*36%*	*50%*	*-%*	*-%*	*49%*	*48%*	*43%*	*51%*	*48%*	*47%*	*57%*	*7%*	*74%*	*-%*	*-%*	*-%*
Very high	**20**	15	-	*	*	14	6	4	10	6	15	2	3	*	-	*	-
	44%	*58%*	*-%*	*100%*	*100%*	*46%*	*40%*	*57%*	*42%*	*40%*	*44%*	*43%*	*93%*	*26%*	*-%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**42**	24	2	*	*	29	12	8	22	12	30	4	3	2	-	*	-
	93%	*94%*	*50%*	*100%*	*100%*	*95%*	*88%*	*100%*	*93%*	*88%*	*90%*	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*
NET: Low	**2**	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	4%	*-%*	*50%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*12%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	**32**	23	5	1	1	1	23	9	21	11	-	31	1
Weighted total	**45**	33	7	*	2	1	29	16	26	19	-	45	*
Very low	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	4%	*-%*	*-%*	*-%*	*100%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	2	-	-	-	-	2	-	2	-	-	2	-
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*
Quite high	**22**	17	4	-	-	1	14	8	11	11	-	22	-
	49%	*52%*	*53%*	*-%*	*-%*	*100%*	*47%*	*53%*	*41%*	*60%*	*-%*	*49%*	*-%*
Very high	**20**	14	3	*	-	-	12	7	12	7	-	19	*
	44%	*43%*	*47%*	*100%*	*-%*	*-%*	*42%*	*47%*	*47%*	*40%*	*-%*	*43%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**42**	31	7	*	-	1	26	16	23	19	-	41	*
	93%	*95%*	*100%*	*100%*	*-%*	*100%*	*89%*	*100%*	*88%*	*100%*	*-%*	*93%*	*100%*
NET: Low	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	4%	*-%*	*-%*	*-%*	*100%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	32	15	4	12	23	18	26	25	10	13	17	16	-	15	16	29	2
Weighted total	45	24	4	14	29	23	33	38	13	17	22	20	-	23	23	41	1
Very low	2	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	4%	*-%*	*38%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*10%*	*-%*	*8%*	*-%*	*-%*	*7%*	*4%*	*-%*
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	2	-	-	2	-	-	-	2	-	2	-	2	-	-	-	2	-
	4%	*-%*	*-%*	*12%*	*-%*	*-%*	*-%*	*4%*	*-%*	*10%*	*-%*	*8%*	*-%*	*-%*	*-%*	*4%*	*-%*
Quite high	22	9	3	8	12	14	17	22	6	9	10	9	-	13	10	21	1
	49%	*36%*	*62%*	*57%*	*42%*	*61%*	*50%*	*57%*	*47%*	*54%*	*46%*	*46%*	*-%*	*57%*	*43%*	*51%*	*86%*
Very high	20	15	-	4	17	9	17	13	7	4	12	8	-	10	11	17	*
	44%	*64%*	*-%*	*31%*	*58%*	*39%*	*50%*	*34%*	*53%*	*26%*	*54%*	*38%*	*-%*	*43%*	*49%*	*41%*	*14%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	42	24	3	12	29	23	33	35	13	14	22	17	-	23	21	37	1
	93%	*100%*	*62%*	*88%*	*100%*	*100%*	*100%*	*91%*	*100%*	*80%*	*100%*	*84%*	*-%*	*100%*	*93%*	*92%*	*100%*
NET: Low	2	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	4%	*-%*	*38%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*10%*	*-%*	*8%*	*-%*	*-%*	*7%*	*4%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	*b	c	*d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	32	19	20	3	1	23	31	26	31	25	31	-	19	30	4	12	20	-
Weighted total	45	25	25	3	*	35	44	35	44	36	45	-	26	41	5	20	25	-
Very low	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	4%	7%	-%	54%	-%	-%	4%	5%	4%	5%	4%	-%	6%	4%	-%	-%	7%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	2	2	-	2	-	2	-	-	2	-	2	-	-
	4%	-%	7%	-%	-%	5%	4%	-%	4%	-%	4%	-%	-%	4%	-%	8%	-%	-%
Quite high	22	12	14	1	*	17	21	18	21	18	22	-	10	18	3	10	12	-
	49%	50%	57%	46%	100%	48%	47%	52%	47%	50%	49%	-%	37%	44%	54%	52%	46%	-%
Very high	20	11	9	-	-	16	20	15	20	17	19	-	15	20	2	8	12	-
	44%	43%	36%	-%	-%	47%	45%	43%	45%	46%	43%	-%	57%	48%	46%	40%	47%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	23	23	1	*	33	40	34	40	34	41	-	25	38	5	18	23	-
	93%	93%	93%	46%	100%	95%	92%	95%	92%	95%	93%	-%	94%	92%	100%	92%	93%	-%
NET: Low	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	4%	7%	-%	54%	-%	-%	4%	5%	4%	5%	4%	-%	6%	4%	-%	-%	7%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	32	6	4	22	23	9	32	-	21	4	13	18	6	26
Weighted total	45	9	5	31	32	13	45	-	29	6	18	27	9	36
Very low	2	2	-	-	2	-	2	-	-	-	2	-	2	-
	4%	18%	-%	-%	5%	-%	4%	-%	-%	-%	9%	-%	19%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	2	-	2	-	2	-	-	2	2	-
	4%	-%	-%	5%	5%	-%	4%	-%	6%	-%	-%	6%	19%	-%
Quite high	22	4	2	15	15	6	22	-	12	4	11	11	4	18
	49%	46%	43%	50%	48%	52%	49%	-%	40%	71%	64%	39%	48%	49%
Very high	20	3	3	14	14	6	20	-	16	2	5	14	1	19
	44%	35%	57%	44%	42%	48%	44%	-%	54%	29%	27%	54%	14%	51%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	7	5	29	29	13	42	-	27	6	16	25	5	36
	93%	82%	100%	95%	90%	100%	93%	-%	94%	100%	91%	94%	62%	100%
NET: Low	2	2	-	-	2	-	2	-	-	-	2	-	2	-
	4%	18%	-%	-%	5%	-%	4%	-%	-%	-%	9%	-%	19%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	32	31	-	2	3	2	1	2	10	3	3	6
Weighted total	45	44	-	3	2	3	2	3	15	4	4	9
Very low	2	2	-	-	-	-	-	-	2	-	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	2	-	-	-	-	-	-	-	-
	4%	4%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	22	21	-	2	1	-	2	-	7	*	4	6
	49%	47%	-%	50%	75%	-%	100%	-%	47%	10%	100%	66%
Very high	20	20	-	-	*	3	-	3	6	4	-	3
	44%	45%	-%	-%	25%	100%	-%	100%	42%	90%	-%	34%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	42	40	-	2	2	3	2	3	13	4	4	9
	93%	92%	-%	50%	100%	100%	100%	100%	89%	100%	100%	100%
NET: Low	2	2	-	-	-	-	-	-	2	-	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 154

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	27	2	1	3	3	2	3	1	2	3	2	4	1	20
Weighted total	26	3	*	7	2	1	3	2	3	3	1	1	*	25
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	-	2	-	-	-	2
	9%	-%	-%	-%	-%	-%	-%	-%	-%	91%	-%	-%	-%	10%
Quite high	6	-	-	5	*	-	*	-	-	-	*	*	*	5
	22%	-%	-%	67%	11%	-%	7%	-%	-%	-%	52%	14%	100%	21%
Very high	18	3	*	2	1	1	3	2	3	*	*	1	-	17
	68%	100%	100%	33%	89%	100%	93%	100%	100%	9%	48%	86%	-%	69%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	24	3	*	7	2	1	3	2	3	*	1	1	*	22
	91%	100%	100%	100%	100%	100%	100%	100%	100%	9%	100%	100%	100%	90%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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OFC1885
Issue date: 18/01/16

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	27	-	8	-	-	13	1	5	16	5	3	3	11	14	13
Weighted total	26	-	5	-	-	15	2	3	24	1	*	1	2	18	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	1	-	1	2	-	-	-	-	2	-
	9%	-%	-%	-%	-%	8%	-%	36%	10%	-%	-%	-%	-%	14%	-%
Quite high	6	-	1	-	-	3	2	-	5	*	*	*	1	5	*
	22%	-%	17%	-%	-%	17%	100%	-%	22%	15%	59%	28%	31%	31%	5%
Very high	18	-	4	-	-	11	-	2	17	1	*	*	1	10	8
	68%	-%	83%	-%	-%	75%	-%	64%	68%	85%	41%	72%	69%	55%	95%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	24	-	5	-	-	14	2	2	22	1	*	1	2	15	9
	91%	-%	100%	-%	-%	92%	100%	64%	90%	100%	100%	100%	100%	86%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**27**	12	1	5	1	8	19	-	8	19	13	4	3	2	1	3	-
Weighted total	**26**	15	*	4	*	11	16	-	11	16	16	3	5	1	*	1	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	2	-	-	-	1	1	-	1	1	2	-	-	-	-	-	-
	9%	*16%*	*-%*	*-%*	*-%*	*11%*	*8%*	*-%*	*11%*	*8%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**6**	*	-	3	-	3	3	-	3	3	3	1	2	-	-	*	-
	22%	*3%*	*-%*	*61%*	*-%*	*24%*	*21%*	*-%*	*24%*	*21%*	*16%*	*22%*	*48%*	*-%*	*-%*	*61%*	*-%*
Very high	**18**	12	*	2	*	7	11	-	7	11	11	2	3	1	*	*	-
	68%	*80%*	*100%*	*39%*	*100%*	*65%*	*71%*	*-%*	*65%*	*71%*	*69%*	*78%*	*52%*	*100%*	*100%*	*39%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**24**	12	*	4	*	9	14	-	9	14	13	3	5	1	*	1	-
	91%	*84%*	*100%*	*100%*	*100%*	*89%*	*92%*	*-%*	*89%*	*92%*	*85%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	27	11	1	6	4	4	18	9	14	13	-	26	1
Weighted total	26	13	1	6	2	4	17	9	16	11	-	25	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	2	-	1	1	-	2	-
	9%	18%	-%	-%	-%	-%	14%	-%	8%	11%	-%	10%	-%
Quite high	6	5	-	*	*	*	6	*	5	*	-	6	-
	22%	40%	-%	2%	10%	5%	32%	2%	35%	4%	-%	24%	-%
Very high	18	6	1	6	2	4	9	9	9	9	-	17	1
	68%	41%	100%	98%	90%	95%	53%	98%	57%	85%	-%	67%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	24	11	1	6	2	4	15	9	14	9	-	22	1
	91%	82%	100%	100%	100%	100%	86%	100%	92%	89%	-%	90%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	27	11	4	12	23	17	24	25	9	19	20	21	-	5	20	25	8
Weighted total	26	12	3	11	20	13	21	26	4	20	17	22	-	4	24	22	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	1	2	2	-	1	1	1	-	1	1	2	1
	9%	20%	-%	-%	13%	9%	12%	9%	-%	6%	7%	5%	-%	30%	5%	11%	24%
Quite high	6	3	*	3	6	5	6	6	*	6	3	6	-	*	6	6	*
	22%	21%	6%	28%	30%	41%	28%	23%	8%	28%	20%	25%	-%	7%	24%	26%	9%
Very high	18	7	3	8	11	7	12	17	4	13	12	15	-	3	17	14	3
	68%	59%	94%	72%	58%	50%	60%	68%	92%	65%	73%	69%	-%	63%	71%	63%	67%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	24	10	3	11	17	12	18	23	4	18	16	21	-	3	23	20	4
	91%	80%	100%	100%	87%	91%	88%	91%	100%	94%	93%	95%	-%	70%	95%	89%	76%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	**27**	20	17	3	1	22	27	22	27	25	27	-	20	26	15	4	21	2
Weighted total	**26**	19	9	1	1	22	26	22	26	26	26	-	24	24	13	4	21	1
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	2	1	-	-	2	2	1	2	2	2	-	2	2	1	-	1	1
	9%	*13%*	*14%*	*-%*	*-%*	*11%*	*9%*	*6%*	*9%*	*10%*	*9%*	*-%*	*10%*	*10%*	*10%*	*-%*	*6%*	*88%*
Quite high	**6**	6	1	*	-	6	6	6	6	6	6	-	5	6	3	*	5	*
	22%	*29%*	*7%*	*7%*	*-%*	*26%*	*22%*	*27%*	*22%*	*23%*	*22%*	*-%*	*23%*	*24%*	*26%*	*12%*	*25%*	*12%*
Very high	**18**	11	7	1	1	14	18	15	18	17	18	-	16	16	8	4	14	-
	68%	*58%*	*80%*	*93%*	*100%*	*63%*	*68%*	*68%*	*68%*	*68%*	*68%*	*-%*	*67%*	*65%*	*64%*	*88%*	*69%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**24**	17	8	1	1	19	24	21	24	23	24	-	21	21	11	4	20	*
	91%	*87%*	*86%*	*100%*	*100%*	*89%*	*91%*	*94%*	*91%*	*90%*	*91%*	*-%*	*90%*	*90%*	*90%*	*100%*	*94%*	*12%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	27	6	6	15	16	11	26	1	16	5	8	18	6	21
Weighted total	26	4	5	17	12	14	26	*	13	5	8	16	6	20
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	1	-	1	2	-	2	-	1	-	1	1	1	1
	9%	28%	-%	7%	20%	-%	9%	-%	9%	-%	14%	8%	20%	6%
Quite high	6	*	1	5	3	3	6	*	3	*	3	3	1	5
	22%	4%	11%	31%	27%	18%	22%	100%	25%	3%	30%	20%	10%	26%
Very high	18	3	5	10	7	11	18	-	9	5	5	12	4	14
	68%	69%	89%	62%	53%	82%	69%	-%	66%	97%	55%	72%	70%	68%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	24	3	5	15	10	14	24	*	12	5	7	15	5	19
	91%	72%	100%	93%	80%	100%	91%	100%	91%	100%	86%	92%	80%	94%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	27	26	-	4	4	3	1	3	3	3	6
Weighted total	26	25	-	3	4	4	*	2	2	4	7
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	1	-	-	-	-	-	1	-	1	-
	9%	5%	-%	-%	-%	-%	-%	70%	-%	33%	-%
Quite high	6	6	-	3	*	3	-	-	-	*	-
	22%	23%	-%	96%	4%	61%	-%	-%	-%	3%	-%
Very high	18	18	-	*	4	2	*	1	2	2	7
	68%	72%	-%	4%	96%	39%	100%	30%	100%	64%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	24	24	-	3	4	4	*	1	2	2	7
	91%	95%	-%	100%	100%	100%	100%	30%	100%	67%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	15	1	2	1	3	3	-	1	-	1	-	1	2	12
Weighted total	11	*	2	2	2	3	-	*	-	*	-	*	1	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	-	-	-	1	-	*	-	-	-	-	-	2
	15%	100%	-%	-%	-%	47%	-%	100%	-%	-%	-%	-%	-%	18%
Quite high	1	-	*	-	*	*	-	-	-	-	-	-	*	1
	12%	-%	11%	-%	25%	9%	-%	-%	-%	-%	-%	-%	50%	9%
Very high	7	-	2	2	1	1	-	-	-	*	-	-	*	7
	68%	-%	89%	100%	75%	45%	-%	-%	-%	100%	-%	-%	50%	73%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: High	8	-	2	2	2	1	-	-	-	*	-	-	1	8
	80%	-%	100%	100%	100%	53%	-%	-%	-%	100%	-%	-%	100%	82%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	15	-	1	-	-	4	2	8	8	3	2	2	7	8	7
Weighted total	11	-	1	-	-	5	1	3	9	1	*	*	1	5	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	*	1	1	*	-	*	*	2	-
	15%	-%	-%	-%	-%	-%	30%	45%	14%	31%	-%	45%	26%	32%	-%
Quite high	1	-	-	-	-	-	-	1	*	*	*	*	1	1	1
	12%	-%	-%	-%	-%	-%	-%	41%	5%	30%	100%	55%	58%	13%	12%
Very high	7	-	1	-	-	5	-	*	7	*	-	-	*	3	4
	68%	-%	100%	-%	-%	100%	-%	15%	76%	39%	-%	-%	16%	55%	80%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	-	-	-	-	*
	4%	-%	-%	-%	-%	-%	70%	-%	5%	-%	-%	-%	-%	-%	8%
NET: High	8	-	1	-	-	5	-	2	7	*	*	*	1	3	5
	80%	-%	100%	-%	-%	100%	-%	55%	81%	69%	100%	55%	74%	68%	92%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**15**	2	2	-	1	4	11	-	4	11	2	-	2	2	4	5	-
Weighted total	**11**	3	2	-	*	6	5	-	6	5	2	-	3	2	2	1	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	*	-	-	-	1	*	-	1	*	-	-	-	1	*	*	-
	15%	*7%*	*-%*	*-%*	*-%*	*23%*	*7%*	*-%*	*23%*	*7%*	*-%*	*-%*	*-%*	*51%*	*9%*	*14%*	*-%*
Quite high	**1**	-	-	-	*	-	1	-	-	1	-	-	-	-	1	1	-
	12%	*-%*	*-%*	*-%*	*100%*	*-%*	*26%*	*-%*	*-%*	*26%*	*-%*	*-%*	*-%*	*-%*	*31%*	*50%*	*-%*
Very high	**7**	2	2	-	-	4	3	-	4	3	2	-	2	1	1	*	-
	68%	*93%*	*100%*	*-%*	*-%*	*77%*	*58%*	*-%*	*77%*	*58%*	*100%*	*-%*	*84%*	*49%*	*60%*	*36%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*9%*	*-%*	*-%*	*16%*	*-%*	*-%*	*-%*	*-%*
NET: High	**8**	2	2	-	*	4	4	-	4	4	2	-	2	1	2	1	-
	80%	*93%*	*100%*	*-%*	*100%*	*77%*	*84%*	*-%*	*77%*	*84%*	*100%*	*-%*	*84%*	*49%*	*91%*	*86%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	15	9	1	1	1	1	10	5	9	6	-	14	1
Weighted total	11	7	*	*	*	1	6	4	6	5	-	10	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	-	*	-	-	*	1	1	*	-	2	-
	15%	3%	-%	100%	-%	-%	6%	30%	26%	4%	-%	16%	-%
Quite high	1	*	*	-	*	-	1	*	1	*	-	1	*
	12%	6%	100%	-%	100%	-%	17%	6%	19%	5%	-%	10%	100%
Very high	7	6	-	-	-	1	4	3	3	5	-	7	-
	68%	85%	-%	-%	-%	100%	70%	64%	47%	92%	-%	70%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	-	*	-
	4%	6%	-%	-%	-%	-%	7%	-%	8%	-%	-%	4%	-%
NET: High	8	6	*	-	*	1	6	3	4	5	-	8	*
	80%	91%	100%	-%	100%	100%	87%	70%	66%	96%	-%	80%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	15	3	2	9	14	14	15	13	4	2	15	3	-	10	10	14	3
Weighted total	11	4	1	4	10	8	11	9	2	2	11	3	-	6	8	10	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	2	2	2	*	-	-	2	-	-	*	*	2	-
	15%	-%	-%	37%	16%	20%	15%	4%	-%	-%	15%	-%	-%	6%	2%	16%	-%
Quite high	1	-	*	1	1	1	1	1	*	-	1	-	-	1	1	1	1
	12%	-%	16%	25%	13%	16%	12%	10%	18%	-%	12%	-%	-%	14%	11%	13%	60%
Very high	7	4	1	1	7	5	7	7	1	2	7	3	-	4	7	7	*
	68%	100%	84%	28%	67%	59%	68%	81%	60%	100%	68%	100%	-%	73%	81%	67%	40%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-
	4%	-%	-%	10%	4%	5%	4%	5%	21%	-%	4%	-%	-%	7%	5%	4%	-%
NET: High	8	4	1	2	8	6	8	8	2	2	8	3	-	5	8	8	1
	80%	100%	100%	53%	80%	75%	80%	91%	79%	100%	80%	100%	-%	87%	92%	80%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	15	11	9	1	-	13	15	15	15	15	15	-	12	15	4	4	8	2
Weighted total	11	7	7	1	-	9	11	11	11	11	11	-	9	11	1	2	8	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	1	-	-	2	2	2	2	2	2	-	1	2	*	-	1	*
	15%	23%	22%	-%	-%	18%	15%	15%	15%	15%	15%	-%	17%	15%	14%	-%	18%	45%
Quite high	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	1	*
	12%	15%	9%	-%	-%	12%	12%	12%	12%	12%	12%	-%	15%	12%	50%	8%	9%	55%
Very high	7	4	5	1	-	6	7	7	7	7	7	-	5	7	*	1	6	-
	68%	56%	69%	100%	-%	65%	68%	68%	68%	68%	68%	-%	63%	68%	35%	71%	73%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	4%	6%	-%	-%	-%	5%	4%	4%	4%	4%	4%	-%	5%	4%	-%	21%	-%	-%
NET: High	8	5	5	1	-	7	8	8	8	8	8	-	7	8	1	2	6	*
	80%	71%	78%	100%	-%	77%	80%	80%	80%	80%	80%	-%	78%	80%	86%	79%	82%	55%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	15	2	-	12	12	3	15	-	6	-	3	11	4	11
Weighted total	11	1	-	9	10	1	11	-	5	-	1	10	1	10
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	2	-	2	-	*	-	*	1	*	1
	15%	-%	-%	19%	17%	-%	15%	-%	4%	-%	68%	13%	44%	13%
Quite high	1	*	-	1	1	1	1	-	*	-	*	1	*	1
	12%	16%	-%	7%	6%	75%	12%	-%	10%	-%	32%	9%	56%	9%
Very high	7	1	-	6	7	*	7	-	4	-	-	7	-	7
	68%	84%	-%	69%	72%	25%	68%	-%	87%	-%	-%	73%	-%	74%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	-	-	-	*	-	*
	4%	-%	-%	5%	5%	-%	4%	-%	-%	-%	-%	4%	-%	4%
NET: High	8	1	-	7	8	1	8	-	5	-	*	8	*	8
	80%	100%	-%	76%	79%	100%	80%	-%	96%	-%	32%	83%	56%	83%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	15	13	-	1	3	2	1	1	3	1	3
Weighted total	11	9	-	*	2	2	1	*	2	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	-	-	*	1	-	-	*	-	-
	15%	4%	-%	-%	8%	73%	-%	-%	11%	-%	-%
Quite high	1	1	-	*	*	-	-	*	*	-	*
	12%	15%	-%	100%	20%	-%	-%	100%	14%	-%	8%
Very high	7	7	-	-	2	*	1	-	1	*	2
	68%	81%	-%	-%	72%	27%	100%	-%	75%	100%	78%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%
NET: High	8	8	-	*	2	*	1	*	1	*	3
	80%	96%	-%	100%	92%	27%	100%	100%	89%	100%	86%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	1	-	1	-	-	1	-	-	1	-	3
Weighted total	3	-	-	2	-	*	-	-	*	-	-	*	-	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	-	2	-	*	-	-	-	-	-	-	-	3
	90%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	93%
Very high	*	-	-	-	-	-	-	-	*	-	-	*	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	7%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	2	-	*	-	-	*	-	-	*	-	3
	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	4	-	1	-	1	1	-	1	1	2	1	-	3	3	1
Weighted total	3	-	*	-	*	2	-	*	2	*	*	-	*	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	-	-	*	2	-	-	2	*	-	-	*	3	-
	90%	-%	-%	-%	100%	100%	-%	-%	100%	47%	-%	-%	37%	93%	-%
Very high	*	-	*	-	-	-	-	*	-	*	*	-	*	*	*
	10%	-%	100%	-%	-%	-%	-%	100%	-%	53%	100%	-%	63%	7%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	-	*	2	-	*	2	*	*	-	*	3	*
	100%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	-	-	2	-	2	2	-	2	2	1	1	1	-	1	-	-
Weighted total	3	-	-	3	-	3	*	-	3	*	2	*	*	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	-	2	-	3	-	-	3	-	2	*	-	-	-	-	-
	90%	-%	-%	92%	-%	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%
Very high	*	-	-	*	-	-	*	-	-	*	-	-	*	-	*	-	-
	10%	-%	-%	8%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	3	-	3	*	-	3	*	2	*	*	-	*	-	-
	100%	-%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**4**	-	1	-	1	-	-	4	-	4	-	-	4
Weighted total	**3**	-	*	-	*	-	-	3	-	3	-	-	3
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**3**	-	-	-	-	-	-	3	-	3	-	-	3
	90%	-%	-%	-%	-%	-%	-%	*90%*	-%	*90%*	-%	-%	*90%*
Very high	*	-	*	-	*	-	-	*	-	*	-	-	*
	10%	-%	*100%*	-%	*100%*	-%	-%	*10%*	-%	*10%*	-%	-%	*10%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**3**	-	*	-	*	-	-	3	-	3	-	-	3
	100%	-%	*100%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	4	1	2	1	4	4	4	2	1	1	3	1	-	1	2	3	1
Weighted total	3	*	3	*	3	3	3	*	*	*	*	*	-	*	*	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	3	-	3	3	3	-	-	-	*	-	-	-	*	2	-
	90%	-%	100%	-%	90%	90%	90%	-%	-%	-%	37%	-%	-%	-%	47%	89%	-%
Very high	*	*	-	*	*	*	*	*	*	*	*	*	-	*	*	*	*
	10%	100%	-%	100%	10%	10%	10%	100%	100%	100%	63%	100%	-%	100%	53%	11%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	3	*	3	3	3	*	*	*	*	*	-	*	*	3	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	4	-	-	-	-	-	4	4	4	4	4	-	2	4	1	2	2	-
Weighted total	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	-	-	-	-	3	3	3	3	3	-	*	3	-	-	3	-
	90%	-%	-%	-%	-%	-%	90%	90%	90%	90%	90%	-%	47%	90%	-%	-%	100%	-%
Very high	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	10%	-%	-%	-%	-%	-%	10%	10%	10%	10%	10%	-%	53%	10%	100%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	4	2	-	2	3	1	4	-	-	-	-	-	1	3
Weighted total	3	*	-	3	*	2	3	-	-	-	-	-	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	-	3	*	2	3	-	-	-	-	-	-	3
	90%	-%	-%	100%	37%	100%	90%	-%	-%	-%	-%	-%	-%	96%
Very high	*	*	-	-	*	-	*	-	-	-	-	-	*	*
	10%	100%	-%	-%	63%	-%	10%	-%	-%	-%	-%	-%	100%	4%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	-	3	*	2	3	-	-	-	-	-	*	3
	100%	100%	-%	100%	100%	100%	100%	-%	-%	-%	-%	-%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month		Month
	TOTAL	Satisfied	Dissatisfied	Jan	Apr	Jun	Oct
Significance Level: 95%		*a	*b	*a	*a	*b	*a
Unweighted total	**4**	3	-	1	1	1	1
Weighted total	**3**	3	-	*	*	*	2
Very low	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite high	**3**	3	-	*	-	-	2
	90%	*96%*	-%	*100%*	-%	-%	*100%*
Very high	*	*	-	-	*	*	-
	10%	*4%*	-%	-%	*100%*	*100%*	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	**3**	3	-	*	*	*	2
	100%	*100%*	-%	*100%*	*100%*	*100%*	*100%*
NET: Low	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a

Ofcom; Business Postal Tracker

Table 157

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	1	-	1	-	-	-	1	2	1	1	-	5
Weighted total	6	-	2	-	1	-	-	-	2	1	*	*	-	6
Very low	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	26%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	28%
Quite low	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	3%
Neither low nor high	2	-	2	-	-	-	-	-	-	-	*	-	-	2
	32%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	28%
Quite high	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	38%	-%	-%	-%	100%	-%	-%	-%	-%	88%	-%	-%	-%	42%
Very high	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	-	1	-	-	-	-	1	-	*	-	2
	40%	-%	-%	-%	100%	-%	-%	-%	-%	88%	-%	100%	-%	42%
NET: Low	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	28%	-%	-%	-%	-%	-%	-%	-%	100%	12%	-%	-%	-%	31%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	2	-	-	2	-	3	5	2	-	-	2	4	3
Weighted total	6	-	*	-	-	2	-	4	6	*	-	-	*	4	2
Very low	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	26%	-%	-%	-%	-%	-%	-%	*44%*	*27%*	-%	-%	-%	-%	-%	*75%*
Quite low	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	3%	-%	*62%*	-%	-%	-%	-%	-%	-%	*62%*	-%	-%	*62%*	*4%*	-%
Neither low nor high	2	-	-	-	-	-	-	2	2	-	-	-	-	2	*
	32%	-%	-%	-%	-%	-%	-%	*56%*	*33%*	-%	-%	-%	-%	*38%*	*20%*
Quite high	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	38%	-%	-%	-%	-%	*100%*	-%	-%	*40%*	-%	-%	-%	-%	*58%*	-%
Very high	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	2%	-%	*38%*	-%	-%	-%	-%	-%	-%	*38%*	-%	-%	*38%*	-%	*5%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	-	-	2	-	-	2	*	-	-	*	2	*
	40%	-%	*38%*	-%	-%	*100%*	-%	-%	*40%*	*38%*	-%	-%	*38%*	*58%*	*5%*
NET: Low	2	-	*	-	-	-	-	2	2	*	-	-	*	*	2
	28%	-%	*62%*	-%	-%	-%	-%	*44%*	*27%*	*62%*	-%	-%	*62%*	*4%*	*75%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	1	2	1	-	2	5	-	2	5	3	3	1	-	-	-	-
Weighted total	6	1	2	*	-	3	3	-	3	3	5	2	*	-	-	-	-
Very low	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	26%	-%	-%	-%	-%	50%	-%	-%	50%	-%	37%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	5%	-%	-%	5%	-%	-%	100%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	2	*	-	2	*	2	*	-	-	-	-	-
	32%	-%	100%	-%	-%	50%	14%	-%	50%	14%	36%	24%	-%	-%	-%	-%	-%
Quite high	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
	38%	100%	-%	-%	-%	-%	78%	-%	-%	78%	27%	70%	-%	-%	-%	-%	-%
Very high	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	2%	-%	-%	100%	-%	-%	3%	-%	-%	3%	-%	6%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	1	-	*	-	-	3	-	-	3	1	1	-	-	-	-	-
	40%	100%	-%	100%	-%	-%	81%	-%	-%	81%	27%	76%	-%	-%	-%	-%	-%
NET: Low	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
	28%	-%	-%	-%	-%	50%	5%	-%	50%	5%	37%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	2	2	1	-	2	5	2	2	5	-	7	-
Weighted total	6	3	2	*	-	1	6	*	2	5	-	6	-
Very low	2	2	-	-	-	-	2	-	-	2	-	2	-
	26%	50%	-%	-%	-%	-%	27%	-%	-%	34%	-%	26%	-%
Quite low	*	-	-	-	-	*	-	*	-	*	-	*	-
	3%	-%	-%	-%	-%	29%	-%	62%	-%	4%	-%	3%	-%
Neither low nor high	2	2	-	-	-	*	2	-	*	2	-	2	-
	32%	50%	-%	-%	-%	71%	33%	-%	26%	34%	-%	32%	-%
Quite high	2	-	2	-	-	-	2	-	1	1	-	2	-
	38%	-%	100%	-%	-%	-%	40%	-%	74%	26%	-%	38%	-%
Very high	*	-	-	*	-	-	-	*	-	*	-	*	-
	2%	-%	-%	100%	-%	-%	-%	38%	-%	2%	-%	2%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	2	*	-	-	2	*	1	1	-	3	-
	40%	-%	100%	100%	-%	-%	40%	38%	74%	28%	-%	40%	-%
NET: Low	2	2	-	-	-	*	2	*	-	2	-	2	-
	28%	50%	-%	-%	-%	29%	27%	62%	-%	38%	-%	28%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	3	2	2	5	5	6	6	1	5	4	6	-	1	4	6	3
Weighted total	6	3	2	2	5	4	5	5	*	3	3	5	-	2	3	5	2
Very low	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	26%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	3%	-%	10%	-%	-%	5%	4%	4%	-%	5%	6%	4%	-%	-%	5%	4%	-%
Neither low nor high	2	2	-	*	2	2	2	2	*	*	*	*	-	2	2	2	*
	32%	55%	-%	26%	45%	58%	43%	43%	100%	14%	14%	9%	-%	100%	60%	43%	24%
Quite high	2	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
	38%	41%	-%	74%	53%	34%	51%	51%	-%	78%	80%	51%	-%	-%	35%	51%	70%
Very high	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	2%	4%	-%	-%	2%	3%	2%	2%	-%	3%	-%	2%	-%	-%	-%	2%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	1	-	1	3	1	3	3	-	3	2	3	-	-	1	3	1
	40%	45%	-%	74%	55%	37%	53%	53%	-%	81%	80%	53%	-%	-%	35%	53%	76%
NET: Low	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
	28%	-%	100%	-%	-%	5%	4%	4%	-%	5%	6%	38%	-%	-%	5%	4%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	4	4	1	-	6	7	7	7	7	7	-	6	7	2	3	4	-
Weighted total	6	5	2	*	-	6	6	6	6	6	6	-	6	6	1	2	4	-
Very low	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	26%	-%	-%	-%	-%	26%	26%	26%	26%	26%	26%	-%	26%	26%	-%	73%	-%	-%
Quite low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	3%	-%	9%	-%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	-%	8%	-%	-%
Neither low nor high	2	2	*	-	-	2	2	2	2	2	2	-	2	2	*	*	2	-
	32%	46%	22%	-%	-%	33%	32%	32%	32%	32%	32%	-%	33%	32%	80%	19%	39%	-%
Quite high	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	38%	54%	63%	-%	-%	39%	38%	38%	38%	38%	38%	-%	39%	38%	-%	-%	59%	-%
Very high	*	-	*	*	-	-	*	*	*	*	*	-	-	*	*	-	*	-
	2%	-%	5%	100%	-%	-%	2%	2%	2%	2%	2%	-%	-%	2%	20%	-%	3%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	1	*	-	2	3	3	3	3	3	-	2	3	*	-	3	-
	40%	54%	69%	100%	-%	39%	40%	40%	40%	40%	40%	-%	39%	40%	20%	-%	61%	-%
NET: Low	2	-	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	28%	-%	9%	-%	-%	29%	28%	28%	28%	28%	28%	-%	29%	28%	-%	81%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	1	4	6	1	7	-	3	1	3	4	-	7
Weighted total	6	2	2	3	5	1	6	-	3	*	3	3	-	6
Very low	2	-	2	-	2	-	2	-	2	-	-	2	-	2
	26%	-%	100%	-%	32%	-%	26%	-%	55%	-%	-%	52%	-%	26%
Quite low	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	3%	10%	-%	-%	3%	-%	3%	-%	-%	-%	-%	6%	-%	3%
Neither low nor high	2	2	-	*	2	-	2	-	-	*	2	-	-	2
	32%	90%	-%	14%	40%	-%	32%	-%	-%	100%	63%	-%	-%	32%
Quite high	2	-	-	2	1	1	2	-	1	-	1	1	-	2
	38%	-%	-%	82%	24%	100%	38%	-%	41%	-%	37%	39%	-%	38%
Very high	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	2%	-%	-%	4%	2%	-%	2%	-%	4%	-%	-%	3%	-%	2%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	3	1	1	3	-	1	-	1	1	-	3
	40%	-%	-%	86%	26%	100%	40%	-%	45%	-%	37%	42%	-%	40%
NET: Low	2	*	2	-	2	-	2	-	2	-	-	2	-	2
	28%	10%	100%	-%	35%	-%	28%	-%	55%	-%	-%	58%	-%	28%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month	Month		
	TOTAL	Satisfied	Dissatisfied	Feb	May	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b	*c
Unweighted total	7	7	-	2	1	1	2	1
Weighted total	6	6	-	2	2	1	1	*
Very low	2	2	-	2	-	-	-	-
	26%	26%	-%	90%	-%	-%	-%	-%
Quite low	*	*	-	*	-	-	-	-
	3%	3%	-%	10%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	-	-	*
	32%	32%	-%	-%	100%	-%	-%	100%
Quite high	2	2	-	-	-	1	1	-
	38%	38%	-%	-%	-%	100%	92%	-%
Very high	*	*	-	-	-	-	*	-
	2%	2%	-%	-%	-%	-%	8%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	3	-	-	-	1	1	-
	40%	40%	-%	-%	-%	100%	100%	-%
NET: Low	2	2	-	2	-	-	-	-
	28%	28%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker

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The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	1	-	-	-	-	-	-	-	2
Weighted total	2	-	2	-	-	*	-	-	-	-	-	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	90%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%
Quite high	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	-	1	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%
Quite high	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	1	-	1	2	-	-	2	-	1	-	1	-	-	-	-
Weighted total	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	100%	-%	-%	90%	-%	-%	90%	-%	100%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	10%	-%	-%	-%	100%	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	10%	-%	-%	-%	100%	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	-	2	-	-	2	-	2	-
Weighted total	2	2	-	-	-	-	2	-	-	2	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	2	-	-	2	-	2	-
	90%	90%	-%	-%	-%	-%	90%	-%	-%	90%	-%	90%	-%
Quite high	*	*	-	-	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	-%	-%	10%	-%	-%	10%	-%	10%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	-	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	-%	-%	10%	-%	-%	10%	-%	10%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	2	2	2	2	-	-	1	-	-	2	1	2	-
Weighted total	2	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-
	90%	90%	-%	-%	90%	90%	90%	90%	-%	-%	-%	-%	-%	90%	100%	90%	-%
Quite high	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	10%	10%	10%	10%	-%	-%	100%	-%	-%	10%	-%	10%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	10%	10%	10%	10%	-%	-%	100%	-%	-%	10%	-%	10%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	1	-	-	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	90%	90%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	100%	100%	-%	-%	90%	-%
Quite high	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	10%	10%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	-%	-%	-%	-%	10%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	10%	10%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	-%	-%	-%	-%	10%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	-	1	2	-	2	-	-	1	2	-	-	2
Weighted total	2	2	-	*	2	-	2	-	-	*	2	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	-	2	-	-	-	2	-	-	2
	90%	100%	-%	-%	90%	-%	90%	-%	-%	-%	90%	-%	-%	90%
Quite high	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	10%	-%	-%	100%	10%	-%	10%	-%	-%	100%	10%	-%	-%	10%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	10%	-%	-%	100%	10%	-%	10%	-%	-%	100%	10%	-%	-%	10%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month
	TOTAL	Satisfied	Dissatisfied	Feb	May
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	2	-	1	1
Weighted total	2	2	-	*	2
Very low	-	-	-	-	-
	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2
	90%	90%	-%	-%	100%
Quite high	*	*	-	*	-
	10%	10%	-%	100%	-%
Very high	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: High	*	*	-	*	-
	10%	10%	-%	100%	-%
NET: Low	-	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b					

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	6	-	-	-	1	-	-	-	2	1	1	-	1	4
Weighted total	6	-	-	-	1	-	-	-	3	1	*	-	*	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	-	-	-	-	-	-	-	-	*	-	*	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%
Very high	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	40%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	44%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	3	-	-	-	-	3
	51%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	56%
NET: High	3	-	-	-	1	-	-	-	-	1	*	-	*	2
	49%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	44%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	6	-	2	-	-	-	-	4	5	-	1	-	1	4	2
Weighted total	6	-	3	-	-	-	-	3	6	-	*	-	*	4	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	-	-	-	-	-	1	*	-	*	-	*	*	*
	9%	-%	-%	-%	-%	-%	-%	17%	7%	-%	100%	-%	100%	10%	6%
Very high	2	-	1	-	-	-	-	1	2	-	-	-	-	2	-
	40%	-%	42%	-%	-%	-%	-%	38%	41%	-%	-%	-%	-%	56%	-%
Don't Know (DO NOT READ OUT)	3	-	2	-	-	-	-	1	3	-	-	-	-	1	2
	51%	-%	58%	-%	-%	-%	-%	45%	52%	-%	-%	-%	-%	34%	94%
NET: High	3	-	1	-	-	-	-	2	3	-	*	-	*	3	*
	49%	-%	42%	-%	-%	-%	-%	55%	48%	-%	100%	-%	100%	66%	6%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	3	-	1	-	2	4	-	2	4	-	1	1	2	-	-	-
Weighted total	6	3	-	1	-	2	4	-	2	4	-	1	*	2	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	*	-	-	-	*	*	-	*	*	-	-	*	*	-	-	-
	9%	13%	-%	-%	-%	6%	10%	-%	6%	10%	-%	-%	100%	26%	-%	-%	-%
Very high	2	1	-	-	-	-	2	-	-	2	-	1	-	1	-	-	-
	40%	37%	-%	-%	-%	-%	56%	-%	-%	56%	-%	100%	-%	74%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	2	-	1	-	2	1	-	2	1	-	-	-	-	-	-	-
	51%	50%	-%	100%	-%	94%	34%	-%	94%	34%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	-	-	-	*	3	-	*	3	-	1	*	2	-	-	-
	49%	50%	-%	-%	-%	6%	66%	-%	6%	66%	-%	100%	100%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	6	3	-	1	1	-	2	4	2	4	-	4	2
Weighted total	6	3	-	1	1	-	1	5	1	5	-	4	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	*	-	-	-	-	*	*	*	*	-	*	*
	9%	4%	-%	-%	-%	-%	8%	9%	8%	9%	-%	3%	23%
Very high	2	1	-	-	1	-	1	1	1	1	-	2	-
	40%	41%	-%	-%	100%	-%	92%	26%	92%	26%	-%	58%	-%
Don't Know (DO NOT READ OUT)	3	2	-	1	-	-	-	3	-	3	-	2	1
	51%	56%	-%	100%	-%	-%	-%	65%	-%	65%	-%	39%	77%
NET: High	3	1	-	-	1	-	1	2	1	2	-	3	*
	49%	44%	-%	-%	100%	-%	100%	35%	100%	35%	-%	61%	23%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	6	4	1	1	4	3	4	4	1	5	4	5	-	-	4	5	-
Weighted total	6	4	1	1	3	2	3	4	1	6	3	6	-	-	6	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	1	-	-	1	1	1	*	-	*	1	*	-	-	-	1	-
	9%	15%	-%	-%	18%	31%	18%	2%	-%	2%	18%	2%	-%	-%	-%	12%	-%
Very high	2	-	1	1	2	1	2	1	1	2	2	2	-	-	2	2	-
	40%	-%	100%	100%	82%	69%	82%	28%	100%	43%	82%	43%	-%	-%	44%	55%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	3	-	3	-	-	3	1	-
	51%	85%	-%	-%	-%	-%	-%	70%	-%	55%	-%	55%	-%	-%	56%	33%	-%
NET: High	3	1	1	1	3	2	3	1	1	3	3	3	-	-	2	3	-
	49%	15%	100%	100%	100%	100%	100%	30%	100%	45%	100%	45%	-%	-%	44%	67%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	6	3	3	-	-	4	6	5	6	6	6	-	3	6	1	2	4	-
Weighted total	6	3	3	-	-	4	6	4	6	6	6	-	4	6	1	3	3	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	*	*	-	-	*	1	1	1	1	1	-	-	1	-	-	1	-
	9%	4%	4%	-%	-%	3%	9%	12%	9%	9%	9%	-%	-%	9%	-%	-%	16%	-%
Very high	2	2	2	-	-	2	2	2	2	2	2	-	1	2	-	1	1	-
	40%	96%	96%	-%	-%	58%	40%	55%	40%	40%	40%	-%	28%	40%	-%	45%	36%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	2	3	1	3	3	3	-	3	3	1	1	2	-
	51%	-%	-%	-%	-%	39%	51%	33%	51%	51%	51%	-%	72%	51%	100%	55%	48%	-%
NET: High	3	3	3	-	-	3	3	3	3	3	3	-	1	3	-	1	2	-
	49%	100%	100%	-%	-%	61%	49%	67%	49%	49%	49%	-%	28%	49%	-%	45%	52%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	6	2	-	4	4	2	6	-	4	-	1	3	2	4
Weighted total	6	3	-	3	3	3	6	-	4	-	1	3	2	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	-	1	1	-	1	-	*	-	-	*	*	*
	9%	-%	-%	16%	16%	-%	9%	-%	3%	-%	-%	4%	23%	3%
Very high	2	1	-	1	1	1	2	-	2	-	1	1	-	2
	40%	46%	-%	36%	36%	45%	40%	-%	58%	-%	100%	41%	-%	58%
Don't Know (DO NOT READ OUT)	3	1	-	2	2	1	3	-	2	-	-	2	1	2
	51%	54%	-%	48%	48%	55%	51%	-%	39%	-%	-%	55%	77%	39%
NET: High	3	1	-	2	2	1	3	-	3	-	1	1	*	3
	49%	46%	-%	52%	52%	45%	49%	-%	61%	-%	100%	45%	23%	61%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month		Month
	TOTAL	Satisfied	Dissatisfied	Apr	Jun	Dec
Significance Level: 95%		*a	*b	*a	*b	*a
Unweighted total	6	6	-	2	1	3
Weighted total	6	6	-	2	2	3
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	1	1	-	*	-	*
	9%	9%	-%	26%	-%	4%
Very high	2	2	-	1	-	1
	40%	40%	-%	74%	-%	44%
Don't Know (DO NOT READ OUT)	3	3	-	-	2	1
	51%	51%	-%	-%	100%	52%
NET: High	3	3	-	2	-	1
	49%	49%	-%	100%	-%	48%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b						

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	-	1
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**1**	1	-	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	-	*	-	*	-	-	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	*	-	-	*
	100%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	*100%*
NET: High	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	1
Weighted total	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
	100%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*100%*	*100%*	*100%*
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	-	1	1	1	-	1	1	1	-	1	-
Weighted total	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	1	-	-	-	-	-	1	-
Weighted total	*	-	-	*	-	*	*	-	-	-	-	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	-	-	-	-	*	-
	100%	-%	-%	*100%*	-%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Jun
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very low	-	-	-	-
	-%	-%	-%	-%
Quite low	-	-	-	-
	-%	-%	-%	-%
Neither low nor high	-	-	-	-
	-%	-%	-%	-%
Quite high	-	-	-	-
	-%	-%	-%	-%
Very high	-	-	-	-
	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*
	100%	*100%*	*-%*	*100%*
NET: High	-	-	-	-
	-%	-%	-%	-%
NET: Low	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

Ofcom; Business Postal Tracker

Table 161

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	26	2	2	1	1	2	4	1	4	2	4	1	2	19
Weighted total	27	2	2	2	1	2	7	*	5	2	1	*	1	24
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Neither low nor high	4	-	-	-	-	-	2	-	2	-	-	-	-	4
	15%	-%	-%	-%	-%	-%	32%	-%	33%	-%	-%	-%	-%	16%
Quite high	9	-	1	2	-	1	2	*	*	-	1	-	-	8
	33%	-%	88%	100%	-%	49%	32%	100%	4%	-%	69%	-%	-%	33%
Very high	11	2	-	-	1	1	*	-	3	2	*	-	1	10
	41%	100%	-%	-%	100%	51%	3%	-%	63%	100%	31%	-%	100%	40%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	-	2	-	-	-	-	-	-	3
	9%	-%	12%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	10%
NET: High	20	2	1	2	1	2	3	*	3	2	1	-	1	18
	74%	100%	88%	100%	100%	100%	35%	100%	67%	100%	100%	-%	100%	73%
NET: Low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	26	-	3	-	2	12	1	7	20	3	3	-	6	11	15
Weighted total	27	-	3	-	1	11	2	8	26	1	*	-	1	14	13
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	50%	-%	-%	-%	2%	-%	-%	-%	-%	-%	3%
Neither low nor high	4	-	-	-	-	2	-	2	4	-	-	-	-	-	4
	15%	-%	-%	-%	-%	15%	-%	29%	15%	-%	-%	-%	-%	-%	31%
Quite high	9	-	-	-	*	4	-	3	8	*	*	-	1	6	3
	33%	-%	-%	-%	50%	37%	-%	36%	32%	47%	60%	-%	52%	45%	20%
Very high	11	-	3	-	-	5	-	3	11	*	-	-	*	5	6
	41%	-%	100%	-%	-%	48%	-%	33%	42%	53%	-%	-%	32%	37%	45%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	2	*	2	-	*	-	*	3	-
	9%	-%	-%	-%	-%	-%	100%	2%	9%	-%	40%	-%	16%	18%	-%
NET: High	20	-	3	-	*	10	-	6	19	1	*	-	1	12	8
	74%	-%	100%	-%	50%	85%	-%	69%	74%	100%	60%	-%	84%	82%	65%
NET: Low	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	50%	-%	-%	-%	2%	-%	-%	-%	-%	-%	3%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	26	11	3	4	-	8	18	1	7	18	8	6	2	3	-	1	-
Weighted total	27	12	3	4	-	7	20	2	5	20	11	3	1	4	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	4%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	80%	-%	-%	-%	-%
Neither low nor high	4	-	2	2	-	-	4	-	-	4	4	-	-	-	-	-	-
	15%	-%	50%	54%	-%	-%	20%	-%	-%	20%	36%	-%	-%	-%	-%	-%	-%
Quite high	9	2	2	1	-	2	7	-	2	7	1	1	*	1	-	-	-
	33%	16%	50%	13%	-%	28%	35%	-%	41%	35%	13%	33%	20%	33%	-%	-%	-%
Very high	11	7	-	1	-	3	8	-	3	8	3	2	-	2	-	-	-
	41%	59%	-%	34%	-%	40%	42%	-%	59%	42%	30%	67%	-%	67%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	2	-	-	-	2	*	2	-	*	2	-	-	-	-	*	-
	9%	20%	-%	-%	-%	32%	1%	100%	-%	1%	21%	-%	-%	-%	-%	100%	-%
NET: High	20	9	2	2	-	5	15	-	5	15	5	3	*	4	-	-	-
	74%	76%	50%	46%	-%	68%	77%	-%	100%	77%	43%	100%	20%	100%	-%	-%	-%
NET: Low	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	4%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	80%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**26**	11	3	2	3	6	14	12	12	14	-	24	2
Weighted total	**27**	9	4	3	3	6	13	14	13	14	-	25	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*****	*	-	-	-	-	*	-	*	-	-	*	-
	2%	*5%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*
Neither low nor high	**4**	2	-	-	2	-	2	2	2	2	-	4	-
	15%	*26%*	*-%*	*-%*	*53%*	*-%*	*12%*	*17%*	*12%*	*17%*	*-%*	*16%*	*-%*
Quite high	**9**	2	3	-	-	4	3	6	4	5	-	9	-
	33%	*22%*	*67%*	*-%*	*-%*	*72%*	*25%*	*40%*	*33%*	*33%*	*-%*	*35%*	*-%*
Very high	**11**	4	1	3	1	2	5	6	4	7	-	10	2
	41%	*48%*	*33%*	*100%*	*40%*	*28%*	*39%*	*43%*	*32%*	*50%*	*-%*	*37%*	*100%*
Don't Know (DO NOT READ OUT)	**3**	-	-	-	*	-	3	-	3	-	-	3	-
	9%	*-%*	*-%*	*-%*	*6%*	*-%*	*19%*	*-%*	*19%*	*-%*	*-%*	*10%*	*-%*
NET: High	**20**	6	4	3	1	6	9	12	9	11	-	18	2
	74%	*70%*	*100%*	*100%*	*40%*	*100%*	*65%*	*83%*	*65%*	*83%*	*-%*	*72%*	*100%*
NET: Low	*****	*	-	-	-	-	*	-	*	-	-	*	-
	2%	*5%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	26	6	5	14	17	11	17	22	8	16	13	21	-	4	20	24	6
Weighted total	27	8	4	13	13	7	13	23	6	19	11	21	-	3	19	25	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	2%	-%	-%	3%	3%	6%	3%	2%	7%	2%	4%	2%	-%	-%	2%	2%	-%
Neither low nor high	4	2	2	-	-	-	-	4	-	4	2	4	-	-	4	4	-
	15%	29%	40%	-%	-%	-%	-%	18%	-%	21%	22%	19%	-%	-%	21%	16%	-%
Quite high	9	*	*	7	2	2	2	8	3	4	2	6	-	3	5	9	3
	33%	1%	10%	52%	18%	30%	18%	37%	54%	24%	22%	29%	-%	82%	26%	34%	46%
Very high	11	3	2	6	8	5	8	10	2	10	6	11	-	*	10	10	3
	41%	41%	50%	43%	59%	62%	59%	42%	35%	53%	51%	50%	-%	13%	50%	38%	54%
Don't Know (DO NOT READ OUT)	3	2	-	*	3	*	3	*	*	-	*	-	-	*	*	3	-
	9%	29%	-%	2%	19%	3%	19%	1%	3%	-%	2%	-%	-%	6%	1%	10%	-%
NET: High	20	3	3	13	10	7	10	18	5	14	8	17	-	3	15	18	6
	74%	42%	60%	95%	77%	91%	77%	80%	89%	76%	73%	79%	-%	94%	76%	72%	100%
NET: Low	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	2%	-%	-%	3%	3%	6%	3%	2%	7%	2%	4%	2%	-%	-%	2%	2%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	26	19	12	1	1	20	26	23	26	25	26	-	17	25	10	10	14	1
Weighted total	27	19	10	2	1	20	27	23	27	25	27	-	14	25	9	13	13	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	2%	2%	-%	-%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	5%	-%	3%	-%
Neither low nor high	4	4	-	2	-	2	4	4	4	4	4	-	2	4	2	2	2	-
	15%	21%	-%	100%	-%	12%	15%	17%	15%	16%	15%	-%	12%	16%	28%	18%	13%	-%
Quite high	9	5	5	-	-	6	9	9	9	9	9	-	3	7	1	7	2	*
	33%	27%	44%	-%	-%	31%	33%	39%	33%	36%	33%	-%	20%	27%	9%	52%	12%	100%
Very high	11	7	6	-	1	8	11	9	11	11	11	-	9	11	5	4	7	-
	41%	36%	54%	-%	100%	41%	41%	41%	41%	45%	41%	-%	64%	45%	56%	31%	54%	-%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	3	3	*	3	*	3	-	*	3	*	-	2	-
	9%	14%	2%	-%	-%	13%	9%	1%	9%	1%	9%	-%	1%	10%	2%	-%	18%	-%
NET: High	20	12	10	-	1	14	20	18	20	20	20	-	12	18	6	11	9	*
	74%	62%	98%	-%	100%	73%	74%	80%	74%	81%	74%	-%	84%	72%	65%	82%	66%	100%
NET: Low	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	2%	2%	-%	-%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	5%	-%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**26**	8	3	15	15	11	26	-	15	1	8	16	6	20
Weighted total	**27**	10	4	13	16	11	27	-	16	*	9	16	8	20
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	2%	-%	-%	*3%*	-%	*4%*	*2%*	-%	*3%*	-%	-%	*3%*	*6%*	-%
Neither low nor high	**4**	4	-	-	4	-	4	-	2	-	2	2	4	-
	15%	*39%*	-%	-%	*24%*	-%	*15%*	-%	*15%*	-%	*18%*	*14%*	*53%*	-%
Quite high	**9**	2	3	4	7	2	9	-	4	*	3	6	1	7
	33%	*22%*	*63%*	*32%*	*44%*	*16%*	*33%*	-%	*26%*	*100%*	*38%*	*33%*	*19%*	*38%*
Very high	**11**	4	1	6	5	6	11	-	7	-	4	6	2	10
	41%	*38%*	*37%*	*45%*	*30%*	*58%*	*41%*	-%	*42%*	-%	*43%*	*34%*	*22%*	*49%*
Don't Know (DO NOT READ OUT)	**3**	-	-	3	*	2	3	-	2	-	-	3	-	3
	9%	-%	-%	*20%*	*1%*	*22%*	*9%*	-%	*15%*	-%	-%	*16%*	-%	*13%*
NET: High	**20**	6	4	10	12	8	20	-	11	*	7	11	3	17
	74%	*61%*	*100%*	*77%*	*74%*	*74%*	*74%*	-%	*68%*	*100%*	*82%*	*68%*	*41%*	*87%*
NET: Low	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	2%	-%	-%	*3%*	-%	*4%*	*2%*	-%	*3%*	-%	-%	*3%*	*6%*	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	26	23	1	1	1	9	4	3	8
Weighted total	27	23	2	1	1	6	4	5	9
Very low	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	7%	-%	-%	-%
Neither low nor high	4	2	2	-	-	2	-	-	2
	15%	7%	100%	-%	-%	26%	-%	-%	26%
Quite high	9	7	-	-	1	*	*	5	2
	33%	33%	-%	-%	100%	7%	4%	92%	27%
Very high	11	11	-	1	-	4	2	*	4
	41%	49%	-%	100%	-%	58%	40%	8%	47%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	*	2	-	-
	9%	11%	-%	-%	-%	3%	56%	-%	-%
NET: High	20	19	-	1	1	4	2	5	7
	74%	82%	-%	100%	100%	64%	44%	100%	74%
NET: Low	*	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	7%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c

Ofcom; Business Postal Tracker

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The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	1	-	-	1	3	-	-	1	-	-	1	6
Weighted total	9	-	1	-	-	1	5	-	-	1	-	-	*	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	25%	-%	-%	-%	-%	-%	48%	-%	-%	-%	-%	-%	-%	27%
Quite high	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	16%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%
Very high	5	-	-	-	-	1	3	-	-	1	-	-	*	5
	59%	-%	-%	-%	-%	100%	52%	-%	-%	100%	-%	-%	100%	57%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	1	-	-	1	3	-	-	1	-	-	*	6
	75%	-%	100%	-%	-%	100%	52%	-%	-%	100%	-%	-%	100%	73%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	-	-	-	5	-	1	6	1	-	-	1	4	3
Weighted total	9	-	-	-	-	5	-	2	9	*	-	-	*	5	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	25%	-%	-%	-%	-%	43%	-%	-%	26%	-%	-%	-%	-%	45%	-%
Quite high	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	16%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	28%	-%
Very high	5	-	-	-	-	3	-	2	5	*	-	-	*	1	4
	59%	-%	-%	-%	-%	57%	-%	100%	58%	100%	-%	-%	100%	27%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	-	-	-	3	-	2	7	*	-	-	*	3	4
	75%	-%	-%	-%	-%	57%	-%	100%	74%	100%	-%	-%	100%	55%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	3	-	1	-	2	5	-	2	5	5	-	-	1	-	-	-
Weighted total	9	3	-	2	-	2	7	-	2	7	6	-	-	1	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	25%	-%	-%	-%	-%	-%	32%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	16%	47%	-%	-%	-%	77%	-%	-%	77%	-%	26%	-%	-%	-%	-%	-%	-%
Very high	5	2	-	2	-	*	5	-	*	5	4	-	-	1	-	-	-
	59%	53%	-%	100%	-%	23%	68%	-%	23%	68%	74%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	3	-	2	-	2	5	-	2	5	6	-	-	1	-	-	-
	75%	100%	-%	100%	-%	100%	68%	-%	100%	68%	100%	-%	-%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**7**	3	1	1	-	2	3	4	3	4	-	7	-
Weighted total	**9**	4	1	1	-	3	4	5	5	4	-	9	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	-	-	-	-	2	2	-	2	-	-	2	-
	25%	-%	-%	-%	-%	*92%*	*59%*	-%	*47%*	-%	-%	*25%*	-%
Quite high	**1**	1	-	-	-	-	-	1	1	-	-	1	-
	16%	*35%*	-%	-%	-%	-%	-%	*28%*	*29%*	-%	-%	*16%*	-%
Very high	**5**	3	1	1	-	*	2	4	1	4	-	5	-
	59%	*65%*	*100%*	*100%*	-%	*8%*	*41%*	*72%*	*24%*	*100%*	-%	*59%*	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**7**	4	1	1	-	*	2	5	3	4	-	7	-
	75%	*100%*	*100%*	*100%*	-%	*8%*	*41%*	*100%*	*53%*	*100%*	-%	*75%*	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	1	1	4	4	2	4	7	-	5	2	7	-	-	5	7	2
Weighted total	9	2	*	5	3	1	3	9	-	8	4	9	-	-	7	9	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	25%	-%	-%	47%	-%	-%	-%	25%	-%	31%	-%	25%	-%	-%	36%	25%	66%
Quite high	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	16%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	16%	-%	-%	-%	16%	-%
Very high	5	2	*	3	3	1	3	5	-	5	4	5	-	-	4	5	1
	59%	100%	100%	53%	100%	100%	100%	59%	-%	69%	100%	59%	-%	-%	64%	59%	34%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	2	*	3	3	1	3	7	-	5	4	7	-	-	4	7	1
	75%	100%	100%	53%	100%	100%	100%	75%	-%	69%	100%	75%	-%	-%	64%	75%	34%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	6	4	-	-	7	7	7	7	7	7	-	4	7	2	5	2	-
Weighted total	9	8	5	-	-	9	9	9	9	9	9	-	4	9	4	8	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	25%	29%	47%	-%	-%	25%	25%	25%	25%	25%	25%	-%	-%	25%	-%	31%	-%	-%
Quite high	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	16%	18%	-%	-%	-%	16%	16%	16%	16%	16%	16%	-%	36%	16%	-%	19%	-%	-%
Very high	5	4	3	-	-	5	5	5	5	5	5	-	3	5	4	4	2	-
	59%	52%	53%	-%	-%	59%	59%	59%	59%	59%	59%	-%	64%	59%	100%	50%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	6	3	-	-	7	7	7	7	7	7	-	4	7	4	5	2	-
	75%	71%	53%	-%	-%	75%	75%	75%	75%	75%	75%	-%	100%	75%	100%	69%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**7**	3	-	4	4	3	7	-	6	-	1	6	2	5
Weighted total	**9**	5	-	4	6	3	9	-	8	-	1	8	4	5
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	-	-	2	2	-	2	-	2	-	-	2	-	2
	25%	*-%*	*-%*	*56%*	*37%*	*-%*	*25%*	*-%*	*29%*	*-%*	*-%*	*29%*	*-%*	*43%*
Quite high	**1**	1	-	-	-	1	1	-	1	-	-	1	1	-
	16%	*29%*	*-%*	*-%*	*-%*	*51%*	*16%*	*-%*	*18%*	*-%*	*-%*	*18%*	*38%*	*-%*
Very high	**5**	4	-	2	4	1	5	-	4	-	1	4	2	3
	59%	*71%*	*-%*	*44%*	*63%*	*49%*	*59%*	*-%*	*52%*	*-%*	*100%*	*52%*	*62%*	*57%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**7**	5	-	2	4	3	7	-	6	-	1	6	4	3
	75%	*100%*	*-%*	*44%*	*63%*	*100%*	*75%*	*-%*	*71%*	*-%*	*100%*	*71%*	*100%*	*57%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month		
	TOTAL	Satisfied	Dissatisfied	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c
Unweighted total	7	5	1	2	1	2	2
Weighted total	9	5	2	1	1	3	4
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	2	-
	25%	43%	-%	-%	-%	84%	-%
Quite high	1	-	-	-	-	-	1
	16%	-%	-%	-%	-%	-%	38%
Very high	5	3	2	1	1	*	2
	59%	57%	100%	100%	100%	16%	62%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	7	3	2	1	1	*	4
	75%	57%	100%	100%	100%	16%	100%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QOP4. SUMMARY. QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [QV5C] on each of the following aspects:
The quality of the mail services provided by [QV5C] in the last 12 months
Base: All Respondents who use more than one mail service provider

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	DX	Pitney Bowes	TNT Express	TNT Post UK	QV4a Other (1st)	QV4a Other (3rd)	QV4b Other (1st)	QV4b Other (2nd)
Significance Level: 95%	a	***b**	***c**	d	***e**	f	g	***h**	***i**	***j**	***k**	***l**	***m**	***n**	***o**	***p**
Unweighted total	35	25	11	35	13	55	32	27	15	4	7	2	6	1	26	7
Weighted total	38	17	12	32	11	48	45	26	11	3	6	2	6	*	27	9
Very low	*	-	-	-	*	-	2	-	-	-	2	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	*	1	*	1	-	-	-	-	-	*	-	-	-	*	-
	**%*	*1%*	*13%*	**%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*2%*	*-%*
Neither low nor high	2	2	*	4	1	6	2	2	2	-	2	2	-	-	4	2
	6%	*14%*	*3%*	*12%*	*13%*	*12%*	*4%*	*9%*	*15%*	*-%*	*32%*	*90%*	*-%*	*-%*	*15%*	*25%*
Quite high	25	8	8	14	4	20	22	6	1	3	2	*	1	-	9	1
	66% f	*45%*	*66%*	*44%*	*33%*	*42%*	*49%*	*22%*	*12%*	*90%*	*38%*	*10%*	*9%*	*-%*	*33%*	*16%*
Very high	8	4	2	14	5	22	20	18	7	*	*	-	2	-	11	5
	21%	*23%*	*16%*	*43%*	*41%*	*45%* a	*44%*	*68%*	*68%*	*10%*	*2%*	*-%*	*40%*	*-%*	*41%*	*59%*
Don't Know (DO NOT READ OUT)	2	3	*	-	-	-	-	-	*	-	-	-	3	*	3	-
	6%	*17%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*51%*	*100%*	*9%*	*-%*
NET: High	33	12	10	28	8	42	42	24	8	3	3	*	3	-	20	7
	87%	*68%*	*82%*	*88%*	*74%*	*88%*	*93%*	*91%*	*80%*	*100%*	*40%*	*10%*	*49%*	*-%*	*74%*	*75%*
NET: Low	*	*	1	*	1	-	2	-	-	-	2	-	-	-	*	-
	1%	*1%*	*13%*	**%*	*13%*	*-%*	*4%*	*-%*	*-%*	*-%*	*28%*	*-%*	*-%*	*-%*	*2%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	2	2	2	3	7	4	1	6	3	2	2	28
Weighted total	38	2	3	5	1	2	12	7	*	4	1	*	1	37
Very low	3	-	-	2	-	-	-	-	*	-	-	-	-	3
	7%	-%	-%	50%	-%	-%	-%	-%	100%	-%	-%	-%	-%	7%
Quite low	3	-	2	-	-	-	-	-	-	1	-	-	-	3
	7%	-%	53%	-%	-%	-%	-%	-%	-%	28%	-%	-%	-%	8%
Neither low nor high	13	2	-	-	-	1	7	-	-	1	*	*	*	12
	33%	100%	-%	-%	-%	89%	59%	-%	-%	33%	44%	100%	19%	32%
Quite high	12	-	-	-	*	*	5	5	-	1	*	-	-	11
	31%	-%	-%	-%	12%	11%	39%	68%	-%	29%	44%	-%	-%	31%
Very high	6	-	1	-	1	-	*	2	-	*	*	-	*	6
	16%	-%	47%	-%	88%	-%	1%	32%	-%	5%	11%	-%	81%	15%
Don't Know (DO NOT READ OUT)	3	-	-	2	-	-	-	-	-	*	-	-	-	3
	7%	-%	-%	50%	-%	-%	-%	-%	-%	4%	-%	-%	-%	7%
NET: High	18	-	1	-	1	*	5	7	-	1	1	-	*	17
	47%	-%	47%	-%	100%	11%	41%	100%	-%	34%	56%	-%	81%	46%
NET: Low	5	-	2	2	-	-	-	-	*	1	-	-	-	5
	14%	-%	53%	50%	-%	-%	-%	-%	100%	28%	-%	-%	-%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	35	1	10	-	1	7	-	15	21	7	3	4	14	14	21
Weighted total	38	1	8	-	1	8	-	20	36	1	1	1	2	17	21
Very low	3	-	*	-	-	-	-	2	2	*	-	-	*	3	-
	7%	-%	3%	-%	-%	-%	-%	12%	7%	20%	-%	-%	9%	15%	-%
Quite low	3	-	-	-	-	-	-	3	3	-	-	-	-	2	1
	7%	-%	-%	-%	-%	-%	-%	14%	8%	-%	-%	-%	-%	10%	6%
Neither low nor high	13	-	4	-	-	2	-	7	12	*	-	*	1	6	7
	33%	-%	56%	-%	-%	19%	-%	34%	32%	50%	-%	49%	38%	32%	33%
Quite high	12	-	*	-	-	6	-	5	11	-	*	*	1	3	9
	31%	-%	5%	-%	-%	75%	-%	27%	31%	-%	67%	22%	23%	15%	44%
Very high	6	1	3	-	1	*	-	*	6	*	-	*	1	2	4
	16%	100%	34%	-%	100%	6%	-%	1%	15%	30%	-%	28%	23%	14%	17%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	-	-	2	2	-	*	-	*	2	*
	7%	-%	2%	-%	-%	-%	-%	12%	7%	-%	33%	-%	8%	14%	1%
NET: High	18	1	3	-	1	6	-	6	17	*	*	*	1	5	13
	47%	100%	39%	-%	100%	81%	-%	28%	47%	30%	67%	51%	46%	29%	61%
NET: Low	5	-	*	-	-	-	-	5	5	*	-	-	*	4	1
	14%	-%	3%	-%	-%	-%	-%	26%	15%	20%	-%	-%	9%	25%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	35	10	2	10	4	19	16	3	16	16	12	9	5	5	1	3	-
Weighted total	38	16	2	14	1	27	12	4	23	12	20	8	4	5	*	1	-
Very low	3	2	-	*	-	2	*	-	2	*	-	2	*	-	-	-	-
	7%	15%	-%	1%	-%	9%	2%	-%	11%	2%	-%	29%	5%	-%	-%	-%	-%
Quite low	3	1	2	-	-	3	-	1	2	-	3	-	-	-	-	-	-
	7%	7%	78%	-%	-%	11%	-%	30%	7%	-%	14%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	2	-	6	*	9	3	*	9	3	8	3	1	*	-	*	-
	33%	10%	-%	45%	17%	35%	28%	11%	39%	28%	41%	32%	32%	2%	-%	70%	-%
Quite high	12	8	-	4	*	9	3	2	7	3	6	*	3	2	-	*	-
	31%	46%	-%	26%	55%	34%	23%	59%	29%	23%	33%	2%	63%	46%	-%	30%	-%
Very high	6	4	*	1	-	3	3	-	3	3	2	3	-	*	*	-	-
	16%	22%	22%	11%	-%	12%	26%	-%	14%	26%	12%	37%	-%	4%	100%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	2	*	-	3	-	-	3	-	-	-	3	-	-	-
	7%	-%	-%	17%	28%	-%	22%	-%	-%	22%	-%	-%	-%	48%	-%	-%	-%
NET: High	18	11	*	5	*	12	6	2	10	6	9	3	3	3	*	*	-
	47%	68%	22%	37%	55%	45%	49%	59%	43%	49%	45%	39%	63%	50%	100%	30%	-%
NET: Low	5	4	2	*	-	5	*	1	4	*	3	2	*	-	-	-	-
	14%	22%	78%	1%	-%	20%	2%	30%	18%	2%	14%	29%	5%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	35	19	3	7	2	2	22	13	16	19	-	34	1
Weighted total	38	24	1	7	*	3	27	11	18	21	-	38	*
Very low	3	2	-	-	*	-	2	*	2	*	-	2	*
	7%	10%	-%	-%	52%	-%	9%	2%	14%	1%	-%	6%	100%
Quite low	3	2	-	-	-	-	3	-	1	2	-	3	-
	7%	7%	-%	-%	-%	-%	11%	-%	7%	8%	-%	7%	-%
Neither low nor high	13	12	*	*	*	-	10	3	2	10	-	13	-
	33%	48%	64%	3%	48%	-%	37%	22%	13%	49%	-%	33%	-%
Quite high	12	6	*	1	-	2	8	4	7	4	-	12	-
	31%	23%	36%	18%	-%	93%	28%	37%	42%	21%	-%	31%	-%
Very high	6	3	-	3	-	-	2	4	2	4	-	6	-
	16%	13%	-%	44%	-%	-%	7%	37%	11%	20%	-%	16%	-%
Don't Know (DO NOT READ OUT)	3	-	-	2	-	*	2	*	2	*	-	3	-
	7%	-%	-%	35%	-%	7%	9%	2%	13%	1%	-%	7%	-%
NET: High	18	9	*	4	-	2	9	8	9	9	-	18	-
	47%	35%	36%	62%	-%	93%	35%	74%	53%	41%	-%	47%	-%
NET: Low	5	4	-	-	*	-	5	*	4	2	-	5	*
	14%	16%	-%	-%	52%	-%	19%	2%	20%	9%	-%	14%	100%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	**35**	22	4	9	34	29	34	30	11	13	23	19	-	14	24	34	10
Weighted total	**38**	21	7	11	36	28	36	29	12	11	20	20	-	15	25	38	6
Very low	**3**	3	-	-	3	*	3	*	2	*	3	*	-	2	*	3	*
	7%	*12%*	*-%*	*-%*	*7%*	*1%*	*7%*	*1%*	*20%*	*2%*	*13%*	*1%*	*-%*	*16%*	*1%*	*7%*	*3%*
Quite low	**3**	3	-	-	3	3	3	2	-	-	-	-	-	2	3	3	-
	7%	*13%*	*-%*	*-%*	*8%*	*10%*	*8%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*12%*	*8%*	*-%*
Neither low nor high	**13**	7	4	2	10	6	10	9	1	4	11	8	-	4	10	12	2
	33%	*32%*	*61%*	*16%*	*28%*	*24%*	*28%*	*31%*	*5%*	*35%*	*53%*	*42%*	*-%*	*28%*	*40%*	*32%*	*35%*
Quite high	**12**	7	2	2	12	9	12	9	6	*	3	4	-	5	3	12	-
	31%	*33%*	*36%*	*23%*	*33%*	*34%*	*33%*	*33%*	*49%*	*2%*	*15%*	*22%*	*-%*	*34%*	*13%*	*31%*	*-%*
Very high	**6**	2	*	4	6	6	6	6	1	4	4	4	-	2	6	6	1
	16%	*8%*	*3%*	*39%*	*17%*	*22%*	*17%*	*21%*	*6%*	*39%*	*18%*	*23%*	*-%*	*11%*	*24%*	*16%*	*23%*
Don't Know (DO NOT READ OUT)	**3**	*	-	2	3	3	3	3	3	3	*	3	-	-	3	3	3
	7%	*1%*	*-%*	*22%*	*7%*	*9%*	*7%*	*9%*	*21%*	*22%*	*1%*	*13%*	*-%*	*-%*	*10%*	*7%*	*39%*
NET: High	**18**	9	3	6	18	15	18	15	7	5	7	9	-	7	9	18	1
	47%	*41%*	*39%*	*61%*	*50%*	*56%*	*50%*	*54%*	*55%*	*41%*	*33%*	*44%*	*-%*	*45%*	*37%*	*47%*	*23%*
NET: Low	**5**	5	-	-	5	3	5	2	2	*	3	*	-	4	3	5	*
	14%	*26%*	*-%*	*-%*	*15%*	*11%*	*15%*	*6%*	*20%*	*2%*	*13%*	*1%*	*-%*	*27%*	*12%*	*14%*	*3%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	35	27	23	2	-	32	35	33	35	33	35	-	25	32	15	8	26	1
Weighted total	38	32	24	*	-	38	38	37	38	37	38	-	27	36	11	12	26	1
Very low	3	2	2	-	-	2	3	3	3	3	3	-	3	3	*	*	2	-
	7%	7%	10%	-%	-%	6%	7%	7%	7%	7%	7%	-%	10%	7%	2%	2%	9%	-%
Quite low	3	3	-	-	-	3	3	3	3	3	3	-	3	3	-	-	2	1
	7%	9%	-%	-%	-%	8%	7%	8%	7%	8%	7%	-%	10%	8%	-%	-%	6%	100%
Neither low nor high	13	12	7	*	-	12	13	12	13	12	13	-	10	13	9	5	8	-
	33%	36%	28%	37%	-%	33%	33%	34%	33%	33%	33%	-%	36%	35%	88%	41%	30%	-%
Quite high	12	7	8	-	-	12	12	12	12	12	12	-	7	12	*	6	6	-
	31%	22%	33%	-%	-%	31%	31%	32%	31%	32%	31%	-%	25%	33%	3%	52%	23%	-%
Very high	6	6	5	*	-	6	6	5	6	5	6	-	3	3	1	*	6	-
	16%	17%	19%	63%	-%	16%	16%	13%	16%	13%	16%	-%	10%	10%	6%	4%	22%	-%
Don't Know (DO NOT READ OUT)	3	3	3	-	-	3	3	3	3	3	3	-	3	3	*	*	2	-
	7%	8%	10%	-%	-%	7%	7%	7%	7%	7%	7%	-%	9%	7%	2%	2%	9%	-%
NET: High	18	13	12	*	-	18	18	16	18	17	18	-	9	15	1	6	11	-
	47%	39%	51%	63%	-%	47%	47%	45%	47%	45%	47%	-%	35%	42%	9%	56%	45%	-%
NET: Low	5	5	2	-	-	5	5	5	5	5	5	-	5	5	*	*	4	1
	14%	16%	10%	-%	-%	14%	14%	15%	14%	15%	14%	-%	20%	15%	2%	2%	16%	100%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	**35**	13	2	19	25	10	34	1	23	5	14	20	5	30
Weighted total	**38**	15	*	21	26	12	38	*	24	6	19	19	6	33
Very low	**3**	3	-	-	3	-	3	-	-	-	2	-	*	2
	7%	*17%*	*-%*	*-%*	*10%*	*-%*	*7%*	*-%*	*-%*	*-%*	*13%*	*-%*	*4%*	*7%*
Quite low	**3**	2	-	1	3	-	3	-	-	1	3	-	-	3
	7%	*11%*	*-%*	*6%*	*11%*	*-%*	*7%*	*-%*	*-%*	*19%*	*15%*	*-%*	*-%*	*9%*
Neither low nor high	**13**	7	-	6	9	4	12	*	9	-	6	7	2	10
	33%	*45%*	*-%*	*28%*	*34%*	*30%*	*32%*	*100%*	*39%*	*-%*	*30%*	*35%*	*42%*	*31%*
Quite high	**12**	4	*	6	7	5	12	-	12	*	3	9	*	12
	31%	*24%*	*63%*	*27%*	*26%*	*41%*	*31%*	*-%*	*48%*	*3%*	*14%*	*47%*	*3%*	*35%*
Very high	**6**	*	*	6	2	4	6	-	3	2	3	3	*	6
	16%	*1%*	*37%*	*28%*	*9%*	*30%*	*16%*	*-%*	*13%*	*40%*	*16%*	*16%*	*8%*	*17%*
Don't Know (DO NOT READ OUT)	**3**	*	-	2	3	-	3	-	*	2	2	*	2	*
	7%	*1%*	*-%*	*11%*	*10%*	*-%*	*7%*	*-%*	*1%*	*38%*	*13%*	*1%*	*42%*	*1%*
NET: High	**18**	4	*	11	9	9	18	-	15	3	6	12	1	17
	47%	*25%*	*100%*	*55%*	*36%*	*70%*	*47%*	*-%*	*60%*	*43%*	*29%*	*64%*	*12%*	*53%*
NET: Low	**5**	4	-	1	5	-	5	-	-	1	5	-	*	5
	14%	*28%*	*-%*	*6%*	*21%*	*-%*	*14%*	*-%*	*-%*	*19%*	*28%*	*-%*	*4%*	*16%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	35	27	1	5	8	5	4	1	3	2	4	3
Weighted total	38	30	2	5	10	4	1	2	4	4	5	4
Very low	3	-	-	2	-	-	*	-	-	-	-	-
	7%	-%	-%	46%	-%	-%	21%	-%	-%	-%	-%	-%
Quite low	3	3	-	-	-	-	-	2	1	-	-	-
	7%	9%	-%	-%	-%	-%	-%	100%	33%	-%	-%	-%
Neither low nor high	13	9	2	*	4	*	*	-	2	-	3	2
	33%	31%	100%	5%	41%	4%	33%	-%	67%	-%	55%	62%
Quite high	12	12	-	2	5	3	*	-	-	-	-	1
	31%	39%	-%	46%	50%	66%	46%	-%	-%	-%	-%	32%
Very high	6	6	-	*	1	1	-	-	-	1	2	*
	16%	20%	-%	2%	7%	30%	-%	-%	-%	38%	45%	6%
Don't Know (DO NOT READ OUT)	3	-	-	-	*	-	-	-	-	2	-	-
	7%	-%	-%	-%	2%	-%	-%	-%	-%	62%	-%	-%
NET: High	18	18	-	3	6	4	*	-	-	1	2	1
	47%	59%	-%	48%	57%	96%	46%	-%	-%	38%	45%	38%
NET: Low	5	3	-	2	-	-	*	2	1	-	-	-
	14%	9%	-%	46%	-%	-%	21%	100%	33%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 165

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	25	2	2	-	3	2	2	3	4	1	-	2	4	19
Weighted total	17	2	*	-	2	1	3	5	1	1	-	1	1	15
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%
Neither low nor high	9	2	-	-	1	1	*	2	*	1	-	-	-	9
	51%	89%	-%	-%	89%	100%	7%	45%	46%	100%	-%	-%	-%	56%
Quite high	4	-	*	-	*	-	3	*	*	-	-	*	*	3
	24%	-%	50%	-%	11%	-%	93%	3%	27%	-%	-%	20%	41%	22%
Very high	3	-	-	-	-	-	-	3	*	-	-	*	*	3
	20%	-%	-%	-%	-%	-%	-%	51%	27%	-%	-%	80%	9%	19%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	-	-	-	-	-	-	-	-	*
	2%	11%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
NET: High	7	-	*	-	*	-	3	3	*	-	-	1	1	6
	44%	-%	50%	-%	11%	-%	93%	55%	54%	-%	-%	100%	50%	41%
NET: Low	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	1	9	-	2	4	1	7	10	9	4	2	15	15	10
Weighted total	17	1	2	-	3	5	1	3	14	2	1	*	3	8	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	1	-	-	-	-	-	*	*	-	-	*	-	1
	3%	-%	29%	-%	-%	-%	-%	-%	3%	7%	-%	-%	4%	-%	7%
Neither low nor high	9	1	-	-	*	1	1	3	8	1	*	-	1	4	4
	51%	100%	-%	-%	7%	30%	100%	86%	53%	37%	55%	-%	37%	51%	50%
Quite high	4	-	1	-	-	3	-	*	3	*	*	*	1	3	1
	24%	-%	32%	-%	-%	70%	-%	5%	22%	13%	45%	100%	33%	38%	9%
Very high	3	-	*	-	3	-	-	*	3	*	-	-	*	1	3
	20%	-%	21%	-%	93%	-%	-%	9%	22%	20%	-%	-%	12%	9%	32%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	*	*
	2%	-%	18%	-%	-%	-%	-%	-%	-%	23%	-%	-%	14%	2%	2%
NET: High	7	-	1	-	3	3	-	*	6	1	*	*	1	4	3
	44%	-%	53%	-%	93%	70%	-%	14%	44%	32%	45%	100%	45%	47%	41%
NET: Low	1	-	1	-	-	-	-	-	*	*	-	-	*	-	1
	3%	-%	29%	-%	-%	-%	-%	-%	3%	7%	-%	-%	4%	-%	7%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	5	1	6	6	9	16	1	8	16	8	3	6	1	4	2	-
Weighted total	17	8	*	2	1	6	11	1	5	11	12	1	2	*	1	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	*	*	-	1	-	-	1	-	*	*	-	-	-	-
	3%	-%	-%	30%	12%	-%	5%	-%	-%	5%	-%	57%	6%	-%	-%	-%	-%
Neither low nor high	9	2	-	*	*	6	3	1	5	3	7	*	1	*	-	*	-
	51%	29%	-%	21%	19%	95%	25%	100%	94%	25%	53%	20%	73%	100%	-%	50%	-%
Quite high	4	3	-	1	*	*	4	-	*	4	3	*	*	-	1	*	-
	24%	33%	-%	42%	48%	2%	36%	-%	2%	36%	22%	22%	16%	-%	63%	50%	-%
Very high	3	3	-	*	*	-	3	-	-	3	3	-	*	-	*	-	-
	20%	38%	-%	7%	21%	-%	32%	-%	-%	32%	25%	-%	6%	-%	20%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	*	-	-	-	-	*	-	-
	2%	-%	100%	-%	-%	3%	2%	-%	3%	2%	-%	-%	-%	-%	17%	-%	-%
NET: High	7	6	-	1	1	*	7	-	*	7	6	*	*	-	1	*	-
	44%	71%	-%	49%	70%	2%	68%	-%	2%	68%	47%	22%	21%	-%	83%	50%	-%
NET: Low	1	-	-	*	*	-	1	-	-	1	-	*	*	-	-	-	-
	3%	-%	-%	30%	12%	-%	5%	-%	-%	5%	-%	57%	6%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**25**	11	8	4	2	-	17	8	12	13	-	22	3
Weighted total	**17**	9	7	1	*	-	11	6	7	10	-	16	1
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**1**	-	*	*	-	-	-	1	-	1	-	*	*
	3%	*-%*	*2%*	*55%*	*-%*	*-%*	*-%*	*9%*	*-%*	*6%*	*-%*	*1%*	*54%*
Neither low nor high	**9**	6	3	-	-	-	6	3	3	5	-	9	-
	51%	*64%*	*41%*	*-%*	*-%*	*-%*	*57%*	*40%*	*44%*	*56%*	*-%*	*53%*	*-%*
Quite high	**4**	3	1	*	*	-	1	3	1	3	-	4	*
	24%	*31%*	*10%*	*32%*	*50%*	*-%*	*9%*	*48%*	*10%*	*33%*	*-%*	*24%*	*23%*
Very high	**3**	-	3	*	*	-	3	-	3	*	-	3	-
	20%	*-%*	*47%*	*13%*	*50%*	*-%*	*32%*	*-%*	*46%*	*1%*	*-%*	*21%*	*-%*
Don't Know (DO NOT READ OUT)	*****	*	-	-	-	-	*	*	-	*	-	*	*
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*4%*	*-%*	*1%*	*23%*
NET: High	**7**	3	4	*	*	-	4	3	4	3	-	7	*
	44%	*31%*	*57%*	*45%*	*100%*	*-%*	*41%*	*48%*	*56%*	*34%*	*-%*	*45%*	*23%*
NET: Low	**1**	-	*	*	-	-	-	1	-	1	-	*	*
	3%	*-%*	*2%*	*55%*	*-%*	*-%*	*-%*	*9%*	*-%*	*6%*	*-%*	*1%*	*54%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	25	12	6	7	22	17	22	18	9	13	19	19	-	6	14	23	8
Weighted total	17	6	5	6	11	5	11	10	6	7	13	13	-	4	9	14	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	-	-	1	1	1	1	-	1	*	1	-	-	*	1	1
	3%	9%	-%	-%	5%	11%	5%	6%	-%	8%	1%	5%	-%	-%	5%	4%	36%
Neither low nor high	9	2	4	3	9	3	9	4	6	2	8	5	-	4	4	8	*
	51%	32%	83%	46%	75%	57%	75%	41%	92%	29%	63%	37%	-%	91%	50%	60%	11%
Quite high	4	4	*	-	1	1	1	1	-	1	1	4	-	*	1	1	*
	24%	56%	10%	-%	11%	24%	11%	14%	-%	15%	10%	30%	-%	4%	8%	9%	23%
Very high	3	-	*	3	1	*	1	3	*	3	3	3	-	*	3	3	*
	20%	-%	2%	54%	7%	6%	7%	36%	5%	46%	25%	25%	-%	5%	34%	24%	7%
Don't Know (DO NOT READ OUT)	*	*	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	2%	3%	4%	-%	1%	3%	1%	4%	3%	2%	1%	3%	-%	-%	2%	3%	23%
NET: High	7	4	1	3	2	2	2	5	*	4	5	7	-	*	4	5	*
	44%	56%	13%	54%	18%	29%	18%	49%	5%	61%	35%	55%	-%	9%	42%	34%	30%
NET: Low	1	1	-	-	1	1	1	1	-	1	*	1	-	-	*	1	1
	3%	9%	-%	-%	5%	11%	5%	6%	-%	8%	1%	5%	-%	-%	5%	4%	36%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	25	15	17	2	-	19	24	22	24	20	24	-	17	24	10	8	13	4
Weighted total	17	7	13	*	-	16	14	13	14	13	17	-	10	14	2	8	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	*	*	-	-	*	1	1	1	1	1	-	1	1	1	*	*	-
	3%	2%	1%	-%	-%	1%	4%	5%	4%	5%	3%	-%	6%	4%	26%	6%	1%	-%
Neither low nor high	9	3	8	*	-	8	9	7	9	7	8	-	4	9	*	4	3	1
	51%	45%	63%	51%	-%	53%	60%	57%	60%	55%	50%	-%	45%	60%	8%	51%	45%	70%
Quite high	4	1	1	-	-	4	4	4	4	4	4	-	4	4	1	3	1	*
	24%	9%	7%	-%	-%	24%	28%	31%	28%	32%	24%	-%	40%	28%	53%	37%	9%	24%
Very high	3	3	3	-	-	3	1	1	1	1	3	-	1	1	*	*	3	*
	20%	42%	27%	-%	-%	22%	5%	6%	5%	6%	20%	-%	6%	5%	5%	6%	40%	6%
Don't Know (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	2%	2%	1%	49%	-%	-%	3%	1%	3%	3%	2%	-%	2%	3%	9%	-%	5%	-%
NET: High	7	4	4	-	-	7	5	5	5	5	7	-	5	5	1	3	4	1
	44%	51%	34%	-%	-%	46%	33%	37%	33%	38%	44%	-%	47%	33%	58%	43%	48%	30%
NET: Low	1	*	*	-	-	*	1	1	1	1	1	-	1	1	1	*	*	-
	3%	2%	1%	-%	-%	1%	4%	5%	4%	5%	3%	-%	6%	4%	26%	6%	1%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	9	3	13	20	5	25	-	16	-	6	16	8	17
Weighted total	17	12	1	5	13	4	17	-	15	-	3	13	4	13
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	*	*	1	-	1	-	*	-	-	*	-	1
	3%	-%	57%	2%	5%	-%	3%	-%	1%	-%	-%	1%	-%	4%
Neither low nor high	9	5	*	3	7	1	9	-	8	-	3	6	3	6
	51%	46%	21%	69%	58%	31%	51%	-%	54%	-%	81%	46%	76%	44%
Quite high	4	3	*	1	4	*	4	-	3	-	*	4	*	4
	24%	25%	22%	20%	31%	4%	24%	-%	21%	-%	3%	29%	10%	27%
Very high	3	3	-	*	1	3	3	-	3	-	1	3	*	3
	20%	28%	-%	4%	6%	60%	20%	-%	23%	-%	16%	23%	3%	25%
Don't Know (DO NOT READ OUT)	*	*	-	*	*	*	*	-	*	-	-	*	*	-
	2%	1%	-%	4%	1%	4%	2%	-%	1%	-%	-%	1%	10%	-%
NET: High	7	6	*	1	5	3	7	-	6	-	1	7	*	7
	44%	53%	22%	24%	36%	64%	44%	-%	44%	-%	19%	52%	13%	52%
NET: Low	1	-	*	*	1	-	1	-	*	-	-	*	-	1
	3%	-%	57%	2%	5%	-%	3%	-%	1%	-%	-%	1%	-%	4%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	25	20	-	6	5	3	1	4	6
Weighted total	17	14	-	5	1	1	*	7	3
Very low	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	*	-	*	*	-	-	-	-
	3%	3%	-%	2%	43%	-%	-%	-%	-%
Neither low nor high	9	6	-	4	*	-	-	1	3
	51%	43%	-%	95%	16%	-%	-%	18%	82%
Quite high	4	4	-	*	*	1	*	3	-
	24%	27%	-%	2%	15%	100%	100%	40%	-%
Very high	3	3	-	-	*	-	-	3	*
	20%	24%	-%	-%	10%	-%	-%	43%	12%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	-	-	*
	2%	3%	-%	-%	15%	-%	-%	-%	6%
NET: High	7	7	-	*	*	1	*	6	*
	44%	51%	-%	2%	25%	100%	100%	82%	12%
NET: Low	1	*	-	*	*	-	-	-	-
	3%	3%	-%	2%	43%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c

Ofcom; Business Postal Tracker

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The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	3	-	-	1	2	1	1	2	-	-	1	10
Weighted total	12	-	5	-	-	1	3	*	2	*	-	-	*	11
Very low	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	13%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	1	*	-	-	-	-	-	-	2
	14%	-%	-%	-%	-%	100%	13%	-%	-%	-%	-%	-%	-%	14%
Quite high	7	-	2	-	-	-	2	*	2	*	-	-	*	6
	58%	-%	35%	-%	-%	-%	87%	100%	100%	50%	-%	-%	100%	56%
Very high	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	14%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	2%
NET: High	8	-	3	-	-	-	2	*	2	*	-	-	*	8
	72%	-%	69%	-%	-%	-%	87%	100%	100%	50%	-%	-%	100%	71%
NET: Low	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	13%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	-	5	-	-	5	-	1	7	3	-	1	4	4	7
Weighted total	12	-	2	-	-	8	-	1	10	1	-	*	1	5	6
Very low	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	13%	-%	-%	-%	-%	-%	-%	*100%*	*14%*	-%	-%	-%	-%	*28%*	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	-	-	-	1	*	-	-	*	1	*
	14%	-%	*63%*	-%	-%	-%	-%	-%	*12%*	*38%*	-%	-%	*31%*	*23%*	*6%*
Quite high	7	-	1	-	-	6	-	-	6	1	-	-	1	2	4
	58%	-%	*28%*	-%	-%	*79%*	-%	-%	*59%*	*62%*	-%	-%	*50%*	*45%*	*68%*
Very high	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	14%	-%	-%	-%	-%	*21%*	-%	-%	*16%*	-%	-%	-%	-%	-%	*26%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	*	*	*	-
	2%	-%	*9%*	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	*19%*	*4%*	-%
NET: High	8	-	1	-	-	8	-	-	8	1	-	-	1	2	6
	72%	-%	*28%*	-%	-%	*100%*	-%	-%	*74%*	*62%*	-%	-%	*50%*	*45%*	*94%*
NET: Low	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	13%	-%	-%	-%	-%	-%	-%	*100%*	*14%*	-%	-%	-%	-%	*28%*	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**11**	3	-	2	1	4	7	-	4	7	5	1	1	-	1	1	-
Weighted total	**12**	4	-	1	*	5	7	-	5	7	6	*	2	-	*	*	-
Very low	**1**	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	13%	*34%*	*-%*	*-%*	*-%*	*-%*	*22%*	*-%*	*-%*	*22%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	1	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	14%	*28%*	*-%*	*-%*	*-%*	*32%*	*-%*	*-%*	*32%*	*-%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**7**	2	-	1	-	2	5	-	2	5	3	*	-	-	-	*	-
	58%	*38%*	*-%*	*100%*	*-%*	*34%*	*75%*	*-%*	*34%*	*75%*	*52%*	*100%*	*-%*	*-%*	*-%*	*100%*	*-%*
Very high	**2**	-	-	-	-	2	-	-	2	-	-	-	2	-	-	-	-
	14%	*-%*	*-%*	*-%*	*-%*	*34%*	*-%*	*-%*	*34%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	2%	*-%*	*-%*	*-%*	*100%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
NET: High	**8**	2	-	1	-	3	5	-	3	5	3	*	2	-	-	*	-
	72%	*38%*	*-%*	*100%*	*-%*	*68%*	*75%*	*-%*	*68%*	*75%*	*52%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*
NET: Low	**1**	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	13%	*34%*	*-%*	*-%*	*-%*	*-%*	*22%*	*-%*	*-%*	*22%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**11**	6	-	1	2	2	5	6	5	6	-	10	1
Weighted total	**12**	7	-	*	2	3	6	6	6	6	-	11	*
Very low	**1**	1	-	-	-	-	-	1	-	1	-	1	-
	13%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*-%*	*25%*	*-%*	*13%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	2	-	-	-	-	1	*	1	*	-	2	-
	14%	*24%*	*-%*	*-%*	*-%*	*-%*	*21%*	*6%*	*21%*	*6%*	*-%*	*14%*	*-%*
Quite high	**7**	2	-	*	2	3	3	4	3	4	-	6	*
	58%	*28%*	*-%*	*100%*	*88%*	*100%*	*46%*	*69%*	*46%*	*69%*	*-%*	*56%*	*100%*
Very high	**2**	2	-	-	-	-	2	-	2	-	-	2	-
	14%	*25%*	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*29%*	*-%*	*-%*	*15%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	*	-	-	*	-
	2%	*-%*	*-%*	*-%*	*12%*	*-%*	*4%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*
NET: High	**8**	4	-	*	2	3	4	4	4	4	-	8	*
	72%	*54%*	*-%*	*100%*	*88%*	*100%*	*75%*	*69%*	*75%*	*69%*	*-%*	*71%*	*100%*
NET: Low	**1**	1	-	-	-	-	-	1	-	1	-	1	-
	13%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*-%*	*25%*	*-%*	*13%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	3	3	5	7	7	8	11	3	8	5	10	1	-	9	9	4
Weighted total	12	1	3	7	7	7	9	12	2	10	4	11	*	-	11	11	5
Very low	1	-	1	-	1	-	1	1	-	1	1	1	-	-	1	1	-
	13%	*-%*	*44%*	*-%*	*21%*	*-%*	*17%*	*13%*	*-%*	*15%*	*38%*	*13%*	*-%*	*-%*	*13%*	*14%*	*-%*
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	2	*	-	1	1	1	1	2	-	2	*	2	-	-	1	1	-
	14%	*34%*	*-%*	*17%*	*18%*	*17%*	*14%*	*14%*	*-%*	*16%*	*9%*	*14%*	*-%*	*-%*	*11%*	*11%*	*-%*
Quite high	7	1	-	6	2	4	4	7	*	5	*	6	*	-	6	6	4
	58%	*66%*	*-%*	*83%*	*34%*	*56%*	*47%*	*58%*	*11%*	*51%*	*6%*	*57%*	*100%*	*-%*	*59%*	*58%*	*95%*
Very high	2	-	2	-	2	2	2	2	2	2	2	2	-	-	2	2	-
	14%	*-%*	*49%*	*-%*	*24%*	*23%*	*19%*	*14%*	*79%*	*17%*	*42%*	*14%*	*-%*	*-%*	*15%*	*15%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	*
	2%	*-%*	*7%*	*-%*	*3%*	*3%*	*3%*	*2%*	*11%*	*-%*	*6%*	*2%*	*-%*	*-%*	*2%*	*2%*	*5%*
NET: High	8	1	2	6	4	6	6	8	2	6	2	8	*	-	8	8	4
	72%	*66%*	*49%*	*83%*	*58%*	*80%*	*66%*	*72%*	*89%*	*68%*	*48%*	*71%*	*100%*	*-%*	*74%*	*73%*	*95%*
NET: Low	1	-	1	-	1	-	1	1	-	1	1	1	-	-	1	1	-
	13%	*-%*	*44%*	*-%*	*21%*	*-%*	*17%*	*13%*	*-%*	*15%*	*38%*	*13%*	*-%*	*-%*	*13%*	*14%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	6	1	-	9	11	11	11	11	11	-	9	11	6	6	5	-
Weighted total	12	10	7	*	-	11	12	12	12	12	12	-	8	12	3	7	5	-
Very low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	-	-
	13%	14%	21%	-%	-%	13%	13%	13%	13%	13%	13%	-%	19%	13%	47%	23%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	1	1	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	14%	12%	17%	-%	-%	14%	14%	14%	14%	14%	14%	-%	21%	14%	12%	-%	31%	-%
Quite high	7	6	4	-	-	6	7	7	7	7	7	-	3	7	1	5	2	-
	58%	55%	59%	-%	-%	57%	58%	58%	58%	58%	58%	-%	35%	58%	34%	77%	32%	-%
Very high	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	14%	16%	-%	-%	-%	15%	14%	14%	14%	14%	14%	-%	22%	14%	-%	-%	32%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	2%	2%	3%	100%	-%	-%	2%	2%	2%	2%	2%	-%	3%	2%	7%	-%	4%	-%
NET: High	8	7	4	-	-	8	8	8	8	8	8	-	4	8	1	5	3	-
	72%	72%	59%	-%	-%	72%	72%	72%	72%	72%	72%	-%	57%	72%	34%	77%	65%	-%
NET: Low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	-	-
	13%	14%	21%	-%	-%	13%	13%	13%	13%	13%	13%	-%	19%	13%	47%	23%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	3	2	5	8	3	11	-	8	-	1	9	2	9
Weighted total	12	2	2	6	10	2	12	-	8	-	1	10	1	11
Very low	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	13%	-%	-%	26%	15%	-%	13%	-%	-%	-%	-%	15%	-%	13%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	2	-	2	-	*	-	1	*	*	1
	14%	-%	-%	28%	16%	-%	14%	-%	4%	-%	100%	4%	62%	11%
Quite high	7	2	*	2	6	*	7	-	6	-	-	6	-	7
	58%	100%	22%	42%	68%	11%	58%	-%	74%	-%	-%	63%	-%	61%
Very high	2	-	2	-	-	2	2	-	2	-	-	2	-	2
	14%	-%	78%	-%	-%	79%	14%	-%	19%	-%	-%	17%	-%	15%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	-	-	*	*	-
	2%	-%	-%	4%	-%	11%	2%	-%	3%	-%	-%	2%	38%	-%
NET: High	8	2	2	2	6	2	8	-	8	-	-	8	-	8
	72%	100%	100%	42%	68%	89%	72%	-%	93%	-%	-%	79%	-%	76%
NET: Low	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	13%	-%	-%	26%	15%	-%	13%	-%	-%	-%	-%	15%	-%	13%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month			Month		
	TOTAL	Satisfied	Dissatisfied	Feb	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c	*a	*b	*c
Unweighted total	11	10	-	1	1	4	1	1	2	1
Weighted total	12	11	-	*	2	5	*	*	4	*
Very low	1	1	-	-	-	-	-	-	1	-
	13%	13%	-%	-%	-%	-%	-%	-%	38%	-%
Quite low	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	1	-	-	-	1	-	*	-	-
	14%	11%	-%	-%	-%	26%	-%	100%	-%	-%
Quite high	7	7	-	*	2	2	-	-	2	*
	58%	60%	-%	100%	100%	40%	-%	-%	62%	100%
Very high	2	2	-	-	-	2	-	-	-	-
	14%	15%	-%	-%	-%	35%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	-
	2%	2%	-%	-%	-%	-%	100%	-%	-%	-%
NET: High	8	8	-	*	2	4	-	-	2	*
	72%	74%	-%	100%	100%	74%	-%	-%	62%	100%
NET: Low	1	1	-	-	-	-	-	-	1	-
	13%	13%	-%	-%	-%	-%	-%	-%	38%	-%

Columns Tested: a,b - a,b,c - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	3	2	3	1	5	1	2	4	5	5	3	22
Weighted total	32	2	2	3	4	*	10	2	2	3	2	2	1	27
Very low	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	7%	-%	-%	-%	-%	-%	25%	-%	-%	-%	-%	-%	-%	9%
Quite low	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	7%	-%	-%	-%	-%	-%	25%	-%	-%	-%	-%	-%	-%	9%
Neither low nor high	5	-	2	-	-	-	2	-	*	*	*	*	*	4
	17%	-%	83%	-%	-%	-%	25%	-%	9%	8%	20%	7%	34%	16%
Quite high	13	2	*	2	2	-	2	-	-	1	1	1	1	10
	40%	100%	17%	93%	66%	-%	24%	-%	-%	44%	41%	36%	66%	39%
Very high	8	-	-	*	1	*	*	2	2	1	1	*	-	7
	26%	-%	-%	7%	34%	100%	2%	100%	91%	42%	39%	29%	-%	26%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	*	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	29%	-%	1%
NET: High	21	2	*	3	4	*	3	2	2	2	2	1	1	17
	66%	100%	17%	100%	100%	100%	26%	100%	91%	86%	80%	64%	66%	65%
NET: Low	5	-	-	-	-	-	5	-	-	-	-	-	-	5
	15%	-%	-%	-%	-%	-%	49%	-%	-%	-%	-%	-%	-%	18%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	35	-	10	-	1	19	-	4	25	4	2	4	10	13	22
Weighted total	32	-	9	-	*	19	-	4	30	1	*	1	2	13	19
Very low	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	7%	-%	27%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	18%	-%
Quite low	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	7%	-%	-%	-%	-%	13%	-%	-%	8%	-%	-%	-%	-%	-%	13%
Neither low nor high	5	-	*	-	-	5	-	-	5	*	-	*	*	*	5
	17%	-%	4%	-%	-%	26%	-%	-%	16%	19%	-%	48%	29%	3%	27%
Quite high	13	-	2	-	*	7	-	3	12	*	*	-	*	6	7
	40%	-%	23%	-%	100%	39%	-%	80%	41%	49%	49%	-%	26%	45%	37%
Very high	8	-	4	-	-	4	-	*	8	*	-	*	1	4	4
	26%	-%	45%	-%	-%	22%	-%	7%	26%	32%	-%	52%	35%	31%	23%
Don't Know (DO NOT READ OUT)	1	-	*	-	-	-	-	*	*	-	*	-	*	*	*
	2%	-%	2%	-%	-%	-%	-%	13%	2%	-%	51%	-%	10%	4%	1%
NET: High	21	-	6	-	*	12	-	3	20	*	*	*	1	10	11
	66%	-%	68%	-%	100%	61%	-%	87%	66%	81%	49%	52%	61%	75%	60%
NET: Low	5	-	2	-	-	2	-	-	5	-	-	-	-	2	2
	15%	-%	27%	-%	-%	13%	-%	-%	16%	-%	-%	-%	-%	18%	13%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**35**	13	4	6	3	9	26	-	9	26	11	9	3	5	3	3	-
Weighted total	**32**	16	3	6	1	10	22	-	10	22	14	6	5	4	2	1	-
Very low	**2**	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	7%	*15%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*11%*	*-%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	7%	*15%*	*-%*	*-%*	*-%*	*24%*	*-%*	*-%*	*24%*	*-%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**5**	*	*	3	*	*	5	-	*	5	3	*	-	2	*	-	-
	17%	*3%*	*13%*	*44%*	*44%*	*5%*	*22%*	*-%*	*5%*	*22%*	*19%*	*2%*	*-%*	*54%*	*14%*	*-%*	*-%*
Quite high	**13**	7	1	3	*	5	8	-	5	8	7	4	2	*	*	-	-
	40%	*43%*	*36%*	*52%*	*21%*	*50%*	*35%*	*-%*	*50%*	*35%*	*47%*	*62%*	*48%*	*4%*	*7%*	*-%*	*-%*
Very high	**8**	4	2	*	-	2	6	-	2	6	2	2	*	2	1	*	-
	26%	*25%*	*51%*	*4%*	*-%*	*21%*	*28%*	*-%*	*21%*	*28%*	*17%*	*37%*	*4%*	*38%*	*79%*	*47%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	*	-	1	-	-	1	-	-	-	*	-	*	-
	2%	*-%*	*-%*	*-%*	*35%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*	*-%*	*53%*	*-%*
NET: High	**21**	11	3	3	*	7	14	-	7	14	9	6	3	2	1	*	-
	66%	*68%*	*87%*	*56%*	*21%*	*71%*	*64%*	*-%*	*71%*	*64%*	*64%*	*98%*	*51%*	*42%*	*86%*	*47%*	*-%*
NET: Low	**5**	5	-	-	-	2	2	-	2	2	2	-	2	-	-	-	-
	15%	*29%*	*-%*	*-%*	*-%*	*24%*	*11%*	*-%*	*24%*	*11%*	*17%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	35	12	4	7	4	7	20	15	13	22	-	33	2
Weighted total	32	12	4	8	3	5	15	17	10	23	-	31	1
Very low	2	-	-	2	-	-	-	2	-	2	-	2	-
	7%	-%	-%	28%	-%	-%	-%	14%	-%	11%	-%	8%	-%
Quite low	2	2	-	-	-	-	2	-	2	-	-	2	-
	7%	20%	-%	-%	-%	-%	16%	-%	25%	-%	-%	8%	-%
Neither low nor high	5	*	2	*	*	2	2	3	1	5	-	5	-
	17%	4%	55%	1%	8%	47%	15%	18%	7%	21%	-%	17%	-%
Quite high	13	7	2	*	1	2	6	7	3	9	-	12	1
	40%	62%	45%	6%	43%	41%	38%	42%	36%	41%	-%	39%	100%
Very high	8	2	-	5	1	-	4	4	2	6	-	8	-
	26%	13%	-%	65%	50%	-%	28%	25%	26%	26%	-%	27%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	*	*	*	*	-	1	-
	2%	-%	-%	-%	-%	13%	3%	1%	5%	1%	-%	2%	-%
NET: High	21	9	2	6	3	2	10	11	6	15	-	21	1
	66%	75%	45%	70%	92%	41%	66%	67%	63%	68%	-%	65%	100%
NET: Low	5	2	-	2	-	-	2	2	2	2	-	5	-
	15%	20%	-%	28%	-%	-%	16%	14%	25%	11%	-%	15%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	35	11	7	17	29	20	29	32	14	22	21	29	-	5	24	30	15
Weighted total	32	11	8	13	23	14	23	31	9	22	21	28	-	4	22	26	8
Very low	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	7%	-%	28%	-%	10%	18%	10%	8%	-%	11%	11%	9%	-%	-%	-%	9%	-%
Quite low	2	-	2	-	-	-	-	2	2	-	2	2	-	-	2	-	-
	7%	-%	28%	-%	-%	-%	-%	8%	26%	-%	11%	9%	-%	-%	11%	-%	-%
Neither low nor high	5	1	3	2	3	3	3	5	3	3	2	5	-	-	3	3	1
	17%	5%	33%	17%	15%	21%	15%	18%	28%	12%	11%	19%	-%	-%	13%	13%	10%
Quite high	13	8	*	5	9	2	9	12	2	9	10	10	-	3	11	11	4
	40%	70%	5%	37%	38%	17%	38%	39%	24%	40%	47%	34%	-%	84%	49%	44%	45%
Very high	8	3	*	5	8	5	8	8	2	8	4	8	-	1	5	8	3
	26%	23%	5%	43%	34%	40%	34%	26%	16%	34%	17%	28%	-%	16%	25%	31%	38%
Don't Know (DO NOT READ OUT)	1	*	-	*	1	1	1	1	1	1	1	1	-	-	1	1	1
	2%	2%	-%	4%	3%	5%	3%	2%	7%	3%	3%	2%	-%	-%	3%	3%	8%
NET: High	21	10	1	10	17	8	17	20	4	16	13	17	-	4	16	19	7
	66%	93%	10%	80%	72%	56%	72%	65%	40%	74%	63%	62%	-%	100%	73%	75%	82%
NET: Low	5	-	5	-	2	2	2	5	2	2	5	5	-	-	2	2	-
	15%	-%	57%	-%	10%	18%	10%	16%	26%	11%	23%	17%	-%	-%	11%	9%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	35	23	20	3	-	27	34	32	34	35	35	-	26	33	15	8	25	2
Weighted total	32	21	14	2	-	29	32	30	32	32	32	-	22	29	13	7	25	1
Very low	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	7%	-%	17%	-%	-%	8%	8%	8%	8%	7%	7%	-%	-%	8%	-%	-%	10%	-%
Quite low	2	-	-	-	-	2	2	2	2	2	2	-	2	2	2	-	2	-
	7%	-%	-%	-%	-%	8%	8%	8%	8%	7%	7%	-%	11%	8%	19%	-%	10%	-%
Neither low nor high	5	3	1	*	-	5	5	5	5	5	5	-	3	5	2	-	5	-
	17%	15%	7%	21%	-%	16%	17%	18%	17%	17%	17%	-%	13%	19%	19%	-%	22%	-%
Quite high	13	10	6	1	-	10	13	11	13	13	13	-	8	13	6	5	7	1
	40%	50%	41%	79%	-%	36%	40%	36%	40%	40%	40%	-%	37%	44%	47%	73%	29%	100%
Very high	8	7	5	-	-	8	8	8	8	8	8	-	8	6	2	1	7	-
	26%	32%	34%	-%	-%	29%	25%	27%	25%	26%	26%	-%	36%	19%	13%	18%	29%	-%
Don't Know (DO NOT READ OUT)	1	1	*	-	-	1	1	1	1	1	1	-	1	1	*	1	-	-
	2%	3%	1%	-%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	1%	9%	-%	-%
NET: High	21	17	10	1	-	19	21	19	21	21	21	-	16	18	8	6	14	1
	66%	82%	74%	79%	-%	65%	66%	63%	66%	66%	66%	-%	73%	63%	60%	91%	58%	100%
NET: Low	5	-	2	-	-	5	5	5	5	5	5	-	2	5	2	-	5	-
	15%	-%	17%	-%	-%	17%	15%	16%	15%	15%	15%	-%	11%	16%	19%	-%	20%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**35**	12	5	17	22	13	33	2	25	2	9	24	8	27
Weighted total	**32**	10	5	15	17	16	31	1	24	4	10	22	9	23
Very low	**2**	-	2	-	-	2	2	-	2	-	2	-	2	-
	7%	*-%*	*46%*	*-%*	*-%*	*15%*	*8%*	*-%*	*10%*	*-%*	*25%*	*-%*	*27%*	*-%*
Quite low	**2**	-	-	2	-	2	2	-	2	-	-	2	-	2
	7%	*-%*	*-%*	*16%*	*-%*	*15%*	*8%*	*-%*	*10%*	*-%*	*-%*	*11%*	*-%*	*10%*
Neither low nor high	**5**	2	-	1	3	3	5	*	5	-	-	5	1	5
	17%	*22%*	*-%*	*7%*	*16%*	*18%*	*16%*	*72%*	*20%*	*-%*	*-%*	*25%*	*7%*	*21%*
Quite high	**13**	6	2	5	11	2	13	-	9	-	2	10	4	9
	40%	*58%*	*41%*	*35%*	*66%*	*12%*	*41%*	*-%*	*39%*	*-%*	*23%*	*46%*	*42%*	*39%*
Very high	**8**	2	*	6	3	6	8	*	4	4	5	3	2	6
	26%	*19%*	*4%*	*43%*	*16%*	*37%*	*26%*	*28%*	*18%*	*100%*	*52%*	*15%*	*24%*	*27%*
Don't Know (DO NOT READ OUT)	**1**	*	*	-	*	*	1	-	1	-	-	1	-	1
	2%	*2%*	*9%*	*-%*	*1%*	*3%*	*2%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*3%*
NET: High	**21**	7	2	11	14	8	21	*	14	4	7	13	6	15
	66%	*77%*	*45%*	*77%*	*83%*	*48%*	*67%*	*28%*	*57%*	*100%*	*75%*	*61%*	*66%*	*66%*
NET: Low	**5**	-	2	2	-	5	5	-	5	-	2	2	2	2
	15%	*-%*	*46%*	*16%*	*-%*	*31%*	*15%*	*-%*	*20%*	*-%*	*25%*	*11%*	*27%*	*10%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	35	30	2	5	9	4	1	1	5	1	3	6
Weighted total	32	27	5	4	7	5	*	2	3	*	4	8
Very low	2	-	2	-	-	2	-	-	-	-	-	-
	7%	-%	50%	-%	-%	51%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	-	2	-	-	-	-	-	-	-
	7%	9%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	5	-	2	*	*	-	2	1	-	*	-
	17%	19%	-%	65%	2%	10%	-%	100%	24%	-%	3%	-%
Quite high	13	10	2	1	3	-	-	-	1	-	1	7
	40%	39%	50%	17%	38%	-%	-%	-%	32%	-%	33%	97%
Very high	8	8	-	1	1	2	*	-	1	*	2	*
	26%	32%	-%	18%	17%	39%	100%	-%	44%	100%	64%	3%
Don't Know (DO NOT READ OUT)	1	*	-	-	1	-	-	-	-	-	-	-
	2%	2%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%
NET: High	21	19	2	1	4	2	*	-	2	*	4	8
	66%	70%	50%	35%	56%	39%	100%	-%	76%	100%	97%	100%
NET: Low	5	2	2	-	2	2	-	-	-	-	-	-
	15%	9%	50%	-%	33%	51%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 168

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	13	1	-	-	2	1	1	1	1	1	3	1	1	8
Weighted total	11	1	-	-	1	*	2	2	*	1	1	*	*	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	2%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	2%
Neither low nor high	4	-	-	-	-	-	2	-	-	1	*	-	-	4
	36%	-%	-%	-%	-%	-%	100%	-%	-%	100%	32%	-%	-%	39%
Quite high	3	-	-	-	-	-	-	2	*	-	-	*	-	3
	27%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	100%	-%	28%
Very high	4	1	-	-	1	-	-	-	-	-	1	-	*	3
	35%	100%	-%	-%	100%	-%	-%	-%	-%	-%	68%	-%	100%	31%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	1	-	-	1	-	-	2	*	-	1	*	*	5
	62%	100%	-%	-%	100%	-%	-%	100%	100%	-%	68%	100%	100%	59%
NET: Low	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	2%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	13	1	1	-	1	7	-	3	9	4	-	-	4	6	7
Weighted total	11	*	*	-	*	6	-	4	10	1	-	-	1	3	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	3%	-%	-%	-%	28%	-%	-%	28%	5%	-%
Neither low nor high	4	-	-	-	-	2	-	2	4	-	-	-	-	1	3
	36%	-%	-%	-%	-%	29%	-%	55%	39%	-%	-%	-%	-%	36%	36%
Quite high	3	*	-	-	-	3	-	-	3	*	-	-	*	*	3
	27%	100%	-%	-%	-%	44%	-%	-%	27%	30%	-%	-%	30%	6%	36%
Very high	4	-	*	-	*	1	-	2	4	*	-	-	*	2	2
	35%	-%	100%	-%	100%	24%	-%	45%	35%	43%	-%	-%	43%	53%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	*	*	-	*	4	-	2	6	*	-	-	*	2	5
	62%	100%	100%	-%	100%	68%	-%	45%	61%	72%	-%	-%	72%	59%	64%
NET: Low	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	3%	-%	-%	-%	28%	-%	-%	28%	5%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	13	8	2	-	-	6	7	-	6	7	6	2	-	3	1	-	-
Weighted total	11	8	1	-	-	6	5	-	6	5	5	3	-	2	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	4%	-%	-%	4%	-%	7%	-%	-%	-%	-%	-%
Neither low nor high	4	4	*	-	-	2	2	-	2	2	2	2	-	-	-	-	-
	36%	46%	70%	-%	-%	38%	34%	-%	38%	34%	31%	93%	-%	-%	-%	-%	-%
Quite high	3	*	*	-	-	3	-	-	3	-	3	-	-	*	-	-	-
	27%	6%	30%	-%	-%	48%	-%	-%	48%	-%	52%	-%	-%	12%	-%	-%	-%
Very high	4	4	-	-	-	1	3	-	1	3	1	-	-	1	*	-	-
	35%	49%	-%	-%	-%	14%	62%	-%	14%	62%	17%	-%	-%	88%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	4	*	-	-	4	3	-	4	3	4	-	-	2	*	-	-
	62%	54%	30%	-%	-%	62%	62%	-%	62%	62%	69%	-%	-%	100%	100%	-%	-%
NET: Low	*	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	4%	-%	-%	4%	-%	7%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	13	7	4	-	1	1	8	5	6	7	-	13	-
Weighted total	11	8	3	-	*	*	8	3	6	5	-	11	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	-	-	*	-	*	-	*	-
	2%	-%	6%	-%	-%	-%	-%	7%	-%	3%	-%	2%	-%
Neither low nor high	4	2	2	-	-	-	4	*	1	3	-	4	-
	36%	31%	54%	-%	-%	-%	43%	16%	21%	54%	-%	36%	-%
Quite high	3	3	-	-	-	-	3	-	3	-	-	3	-
	27%	39%	-%	-%	-%	-%	35%	-%	50%	-%	-%	27%	-%
Very high	4	2	1	-	*	*	2	2	2	2	-	4	-
	35%	31%	40%	-%	100%	100%	22%	77%	29%	42%	-%	35%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	5	1	-	*	*	5	2	5	2	-	7	-
	62%	69%	40%	-%	100%	100%	57%	77%	79%	42%	-%	62%	-%
NET: Low	*	-	*	-	-	-	-	*	-	*	-	*	-
	2%	-%	6%	-%	-%	-%	-%	7%	-%	3%	-%	2%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	13	6	1	6	8	9	12	11	6	8	7	9	-	4	8	11	3
Weighted total	11	4	*	7	5	8	11	10	3	7	7	8	-	3	9	9	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	-	*	*	*	*	*	*	-	-	-	*	-
	2%	4%	-%	-%	3%	-%	2%	2%	5%	2%	3%	2%	-%	-%	-%	2%	-%
Neither low nor high	4	3	-	1	4	1	4	4	2	2	4	2	-	2	4	4	1
	36%	69%	-%	18%	66%	16%	34%	38%	69%	23%	52%	22%	-%	68%	45%	39%	48%
Quite high	3	*	-	3	1	3	3	2	1	2	3	2	-	1	2	3	-
	27%	5%	-%	41%	11%	33%	28%	23%	18%	33%	37%	31%	-%	18%	26%	32%	-%
Very high	4	1	*	3	1	4	4	4	*	3	1	3	-	*	3	2	1
	35%	22%	100%	41%	20%	51%	37%	37%	8%	42%	9%	45%	-%	14%	29%	26%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	1	*	6	2	6	7	6	1	5	3	6	-	1	5	5	1
	62%	27%	100%	82%	31%	84%	65%	60%	26%	74%	46%	76%	-%	32%	55%	59%	52%
NET: Low	*	*	-	-	*	-	*	*	*	*	*	*	-	-	-	*	-
	2%	4%	-%	-%	3%	-%	2%	2%	5%	2%	3%	2%	-%	-%	-%	2%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	13	9	8	1	-	11	13	12	13	11	13	-	8	13	-	3	10	-
Weighted total	11	8	5	*	-	11	11	9	11	9	11	-	7	11	-	4	7	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-
	2%	-%	3%	-%	-%	2%	2%	2%	2%	-%	2%	-%	-%	2%	-%	-%	2%	-%
Neither low nor high	4	4	2	-	-	4	4	2	4	2	4	-	2	4	-	2	2	-
	36%	46%	44%	-%	-%	34%	36%	19%	36%	20%	36%	-%	25%	36%	-%	64%	23%	-%
Quite high	3	3	1	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	27%	38%	11%	-%	-%	28%	27%	34%	27%	35%	27%	-%	38%	27%	-%	-%	40%	-%
Very high	4	1	2	*	-	4	4	4	4	4	4	-	2	4	-	1	3	-
	35%	15%	42%	100%	-%	36%	35%	45%	35%	46%	35%	-%	37%	35%	-%	36%	35%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	4	3	*	-	7	7	7	7	7	7	-	5	7	-	1	6	-
	62%	54%	53%	100%	-%	64%	62%	79%	62%	80%	62%	-%	75%	62%	-%	36%	75%	-%
NET: Low	*	-	*	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-
	2%	-%	3%	-%	-%	2%	2%	2%	2%	-%	2%	-%	-%	2%	-%	-%	2%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	3	2	8	8	5	13	-	11	1	3	10	5	8
Weighted total	11	2	*	9	5	6	11	-	7	2	6	5	2	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	2%	-%	48%	-%	-%	3%	2%	-%	2%	-%	-%	3%	-%	2%
Neither low nor high	4	*	-	4	*	4	4	-	*	2	2	2	*	4
	36%	22%	-%	41%	9%	55%	36%	-%	6%	100%	39%	33%	18%	41%
Quite high	3	-	*	3	3	-	3	-	3	-	2	1	*	3
	27%	-%	52%	32%	65%	-%	27%	-%	40%	-%	39%	12%	8%	32%
Very high	4	2	-	2	1	3	4	-	4	-	1	3	2	2
	35%	78%	-%	27%	26%	42%	35%	-%	52%	-%	21%	52%	74%	25%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	2	*	5	4	3	7	-	7	-	4	3	2	5
	62%	78%	52%	59%	91%	42%	62%	-%	92%	-%	61%	64%	82%	57%
NET: Low	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	2%	-%	48%	-%	-%	3%	2%	-%	2%	-%	-%	3%	-%	2%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month		Month		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Mar	Apr	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	10	2	3	1	2	2	3	2
Weighted total	11	9	2	2	*	1	1	3	5
Very low	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	*	-	-	-	-	-
	2%	2%	-%	11%	-%	-%	-%	-%	-%
Neither low nor high	4	4	-	-	-	-	*	1	2
	36%	40%	-%	-%	-%	-%	50%	43%	50%
Quite high	3	3	*	-	-	-	*	*	2
	27%	31%	11%	-%	-%	-%	50%	7%	50%
Very high	4	2	1	1	*	1	-	1	-
	35%	27%	89%	89%	100%	100%	-%	51%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	5	2	1	*	1	*	2	2
	62%	58%	100%	89%	100%	100%	50%	57%	50%
NET: Low	*	*	-	*	-	-	-	-	-
	2%	2%	-%	11%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

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The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	55	3	1	3	5	2	3	2	7	3	10	11	5	29
Weighted total	48	5	1	3	5	1	5	5	10	3	4	4	2	39
Very low	2	-	-	*	-	1	-	-	-	-	-	-	-	2
	3%	-%	-%	11%	-%	84%	-%	-%	-%	-%	-%	-%	-%	4%
Quite low	5	2	-	-	-	-	2	-	-	-	-	-	1	4
	9%	34%	-%	-%	-%	-%	48%	-%	-%	-%	-%	-%	36%	10%
Neither low nor high	15	-	-	-	2	*	2	-	5	2	1	1	-	12
	30%	-%	-%	-%	47%	16%	49%	-%	49%	91%	30%	22%	-%	32%
Quite high	15	2	-	*	1	-	-	5	3	-	2	1	1	12
	32%	35%	-%	6%	29%	-%	-%	100%	34%	-%	49%	28%	34%	30%
Very high	12	1	1	3	1	-	*	-	2	*	1	1	*	9
	24%	31%	100%	83%	24%	-%	4%	-%	17%	9%	21%	37%	30%	23%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%
NET: High	27	3	1	3	3	-	*	5	5	*	3	3	1	21
	56%	66%	100%	89%	53%	-%	4%	100%	51%	9%	70%	65%	64%	54%
NET: Low	6	2	-	*	-	1	2	-	-	-	-	-	1	6
	13%	34%	-%	11%	-%	84%	48%	-%	-%	-%	-%	-%	36%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*a	*b
Unweighted total	55	2	3	2	2	23	1	21	43	7	1	4	12	26	29
Weighted total	48	2	1	1	1	23	1	19	46	1	*	1	2	22	26
Very low	2	-	*	-	-	-	-	1	1	*	-	-	*	2	-
	3%	-%	29%	-%	-%	-%	-%	6%	3%	30%	-%	-%	17%	7%	-%
Quite low	5	-	-	-	-	3	-	2	4	*	-	-	*	2	2
	9%	-%	-%	-%	-%	13%	-%	9%	10%	8%	-%	-%	4%	11%	8%
Neither low nor high	15	-	*	-	-	7	1	4	14	-	-	*	*	10	5
	30%	-%	37%	-%	-%	33%	100%	23%	31%	-%	-%	31%	11%	43%	19%
Quite high	15	1	*	1	-	9	-	4	15	1	*	*	1	3	12
	32%	73%	34%	100%	-%	38%	-%	24%	31%	54%	100%	14%	44%	16%	46%
Very high	12	*	-	-	1	4	-	7	11	*	-	*	1	5	7
	24%	27%	-%	-%	100%	17%	-%	36%	24%	8%	-%	55%	24%	21%	27%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	3%	1%	-%	-%	-%	-%	2%	-%
NET: High	27	2	*	1	1	12	-	11	26	1	*	1	1	8	19
	56%	100%	34%	100%	100%	55%	-%	59%	56%	62%	100%	69%	68%	37%	73%
NET: Low	6	-	*	-	-	3	-	3	6	*	-	-	*	4	2
	13%	-%	29%	-%	-%	13%	-%	15%	12%	38%	-%	-%	21%	18%	8%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**55**	23	8	4	1	28	27	8	20	27	23	14	4	-	6	5	-
Weighted total	**48**	26	4	2	*	30	19	8	22	19	23	14	4	-	3	1	-
Very low	**2**	1	-	-	-	1	*	-	1	*	1	-	-	-	*	-	-
	3%	*5%*	*-%*	*-%*	*-%*	*4%*	*2%*	*-%*	*6%*	*2%*	*5%*	*-%*	*-%*	*-%*	*14%*	*-%*	*-%*
Quite low	**5**	-	*	-	-	-	5	-	-	5	-	2	-	-	1	-	-
	9%	*-%*	*11%*	*-%*	*-%*	*-%*	*24%*	*-%*	*-%*	*24%*	*-%*	*12%*	*-%*	*-%*	*23%*	*-%*	*-%*
Neither low nor high	**15**	6	3	2	-	9	6	2	6	6	8	4	1	-	-	*	-
	30%	*22%*	*56%*	*73%*	*-%*	*29%*	*32%*	*26%*	*30%*	*32%*	*34%*	*27%*	*34%*	*-%*	*-%*	*21%*	*-%*
Quite high	**15**	12	*	1	*	12	4	1	11	4	5	8	2	-	-	*	-
	32%	*45%*	*5%*	*27%*	*100%*	*40%*	*20%*	*11%*	*50%*	*20%*	*23%*	*54%*	*54%*	*-%*	*-%*	*19%*	*-%*
Very high	**12**	7	1	-	-	8	4	5	3	4	9	1	*	-	2	*	-
	24%	*28%*	*28%*	*-%*	*-%*	*27%*	*19%*	*63%*	*14%*	*19%*	*38%*	*6%*	*12%*	*-%*	*63%*	*17%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*43%*	*-%*
NET: High	**27**	19	1	1	*	20	7	6	14	7	14	9	2	-	2	*	-
	56%	*74%*	*33%*	*27%*	*100%*	*67%*	*40%*	*74%*	*64%*	*40%*	*61%*	*61%*	*66%*	*-%*	*63%*	*36%*	*-%*
NET: Low	**6**	1	*	-	-	1	5	-	1	5	1	2	-	-	1	-	-
	13%	*5%*	*11%*	*-%*	*-%*	*4%*	*26%*	*-%*	*6%*	*26%*	*5%*	*12%*	*-%*	*-%*	*37%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	*a	b	*c
Unweighted total	55	35	5	4	3	6	49	6	41	14	-	53	2
Weighted total	48	32	4	3	2	6	43	6	35	14	-	46	2
Very low	2	2	-	-	-	-	2	-	2	-	-	2	-
	3%	5%	-%	-%	-%	-%	4%	-%	5%	-%	-%	3%	-%
Quite low	5	-	-	*	-	4	5	-	4	*	-	5	-
	9%	-%	-%	14%	-%	63%	11%	-%	13%	1%	-%	10%	-%
Neither low nor high	15	9	2	3	-	*	13	2	13	2	-	13	1
	30%	30%	39%	86%	-%	7%	30%	34%	36%	14%	-%	28%	77%
Quite high	15	13	3	-	*	-	15	1	10	6	-	15	-
	32%	40%	61%	-%	14%	-%	35%	11%	28%	42%	-%	33%	-%
Very high	12	8	-	-	1	1	9	3	6	6	-	11	*
	24%	25%	-%	-%	86%	23%	20%	55%	17%	44%	-%	24%	23%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	*	-	*	-	-	*	-
	1%	-%	-%	-%	-%	7%	1%	-%	1%	-%	-%	1%	-%
NET: High	27	21	3	-	2	1	24	4	16	12	-	27	*
	56%	65%	61%	-%	100%	23%	55%	66%	45%	85%	-%	58%	23%
NET: Low	6	2	-	*	-	4	6	-	6	*	-	6	-
	13%	5%	-%	14%	-%	63%	14%	-%	17%	1%	-%	13%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	a	b	*c
Unweighted total	55	21	12	22	46	37	49	46	27	28	37	36	-	17	32	51	16
Weighted total	48	19	12	18	36	31	40	43	20	25	31	33	-	14	24	43	12
Very low	2	1	-	*	2	*	2	2	*	2	2	2	-	-	2	2	*
	3%	6%	-%	2%	4%	1%	4%	4%	2%	6%	5%	5%	-%	-%	7%	4%	3%
Quite low	5	-	-	5	2	2	2	5	1	5	*	5	-	-	4	5	4
	9%	-%	-%	25%	6%	7%	6%	11%	3%	18%	2%	14%	-%	-%	19%	11%	35%
Neither low nor high	15	4	7	4	10	7	10	13	9	6	12	9	-	6	8	12	2
	30%	19%	60%	22%	27%	22%	26%	31%	47%	24%	39%	26%	-%	40%	33%	27%	14%
Quite high	15	8	2	5	15	14	15	15	7	9	10	11	-	4	7	15	2
	32%	45%	19%	27%	41%	46%	38%	35%	38%	35%	32%	33%	-%	31%	29%	35%	15%
Very high	12	6	2	4	7	7	10	8	2	4	7	7	-	4	3	10	3
	24%	29%	21%	21%	20%	22%	26%	19%	8%	15%	21%	20%	-%	29%	11%	23%	29%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	-%	-%	3%	1%	2%	1%	1%	2%	2%	2%	1%	-%	-%	2%	1%	4%
NET: High	27	14	5	9	22	21	25	23	9	12	16	18	-	9	10	25	5
	56%	75%	40%	48%	62%	68%	63%	54%	46%	50%	53%	54%	-%	60%	40%	58%	44%
NET: Low	6	1	-	5	4	3	4	6	1	6	2	6	-	-	6	6	4
	13%	6%	-%	27%	10%	8%	10%	14%	5%	25%	7%	18%	-%	-%	25%	14%	38%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	b	***c**
Unweighted total	**55**	41	32	3	2	46	51	50	52	48	52	1	41	51	13	13	39	2
Weighted total	**48**	35	26	4	3	38	43	43	45	42	44	2	35	44	11	12	31	3
Very low	**2**	2	*	-	-	2	2	2	2	1	2	-	2	*	-	-	2	-
	3%	*4%*	*1%*	*-%*	*-%*	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*-%*	*5%*	*1%*	*-%*	*-%*	*5%*	*-%*
Quite low	**5**	4	5	*	-	4	3	5	5	5	3	-	2	5	*	5	-	-
	9%	*12%*	*18%*	*2%*	*-%*	*12%*	*7%*	*11%*	*10%*	*11%*	*7%*	*-%*	*5%*	*10%*	*4%*	*38%*	*-%*	*-%*
Neither low nor high	**15**	10	5	-	2	11	15	13	15	13	15	-	12	15	5	2	12	-
	30%	*28%*	*20%*	*-%*	*53%*	*29%*	*33%*	*30%*	*32%*	*31%*	*33%*	*-%*	*36%*	*33%*	*44%*	*20%*	*39%*	*-%*
Quite high	**15**	10	10	4	-	11	13	13	13	13	13	2	8	13	3	*	10	3
	32%	*29%*	*38%*	*98%*	*-%*	*28%*	*29%*	*29%*	*28%*	*30%*	*29%*	*100%*	*24%*	*29%*	*29%*	*2%*	*32%*	*100%*
Very high	**12**	9	6	-	1	10	11	11	11	10	12	-	10	11	3	4	7	-
	24%	*26%*	*22%*	*-%*	*47%*	*26%*	*26%*	*25%*	*25%*	*24%*	*27%*	*-%*	*30%*	*26%*	*22%*	*37%*	*24%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*4%*	*-%*	*-%*
NET: High	**27**	19	15	4	1	21	24	24	24	22	25	2	18	24	6	5	17	3
	56%	*55%*	*60%*	*98%*	*47%*	*54%*	*55%*	*55%*	*53%*	*54%*	*56%*	*100%*	*53%*	*55%*	*52%*	*39%*	*56%*	*100%*
NET: Low	**6**	6	5	*	-	6	4	6	6	6	4	-	3	5	*	5	2	-
	13%	*16%*	*19%*	*2%*	*-%*	*16%*	*10%*	*14%*	*14%*	*14%*	*10%*	*-%*	*10%*	*11%*	*4%*	*38%*	*5%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	***b**	a	***b**	a	***b**	***a**	b	***a**	b
Unweighted total	**55**	9	10	36	32	23	48	7	46	2	8	45	10	45
Weighted total	**48**	9	8	32	26	22	42	6	41	2	6	41	7	41
Very low	**2**	-	-	2	2	-	2	-	1	-	-	2	*	1
	3%	*-%*	*-%*	*5%*	*6%*	*-%*	*4%*	*-%*	*3%*	*-%*	*-%*	*4%*	*5%*	*3%*
Quite low	**5**	2	-	3	3	2	5	-	4	-	*	4	1	4
	9%	*20%*	*-%*	*9%*	*11%*	*7%*	*11%*	*-%*	*10%*	*-%*	*8%*	*10%*	*8%*	*10%*
Neither low nor high	**15**	4	2	9	8	6	12	2	11	*	1	12	3	12
	30%	*41%*	*30%*	*27%*	*31%*	*29%*	*30%*	*33%*	*28%*	*23%*	*12%*	*30%*	*39%*	*28%*
Quite high	**15**	3	2	11	11	4	12	4	14	1	2	14	*	15
	32%	*33%*	*23%*	*34%*	*43%*	*18%*	*28%*	*56%*	*34%*	*77%*	*30%*	*34%*	*6%*	*37%*
Very high	**12**	*	3	8	2	10	11	1	10	-	3	9	3	9
	24%	*6%*	*42%*	*25%*	*9%*	*43%*	*26%*	*10%*	*24%*	*-%*	*50%*	*21%*	*43%*	*21%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	1%	*-%*	*6%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*
NET: High	**27**	3	5	19	14	14	23	4	24	1	4	22	4	24
	56%	*38%*	*64%*	*59%*	*52%*	*62%*	*55%*	*67%*	*58%*	*77%*	*80%*	*55%*	*49%*	*58%*
NET: Low	**6**	2	-	4	4	2	6	-	5	-	*	6	1	5
	13%	*20%*	*-%*	*14%*	*17%*	*7%*	*15%*	*-%*	*13%*	*-%*	*8%*	*14%*	*13%*	*13%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	55	49	-	6	6	4	2	5	12	8	3	9
Weighted total	48	42	-	5	7	4	1	7	9	5	4	6
Very low	2	-	-	-	-	-	-	1	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	17%	-%	7%	-%	-%
Quite low	5	5	-	-	*	-	*	2	-	-	2	-
	9%	11%	-%	-%	7%	-%	18%	23%	-%	-%	55%	-%
Neither low nor high	15	12	-	2	2	3	-	2	2	1	-	2
	30%	30%	-%	33%	36%	83%	-%	23%	23%	24%	-%	33%
Quite high	15	15	-	3	-	-	*	-	6	3	-	3
	32%	37%	-%	58%	-%	-%	82%	-%	71%	56%	-%	44%
Very high	12	9	-	*	3	1	-	3	1	1	2	1
	24%	21%	-%	9%	50%	17%	-%	37%	6%	13%	45%	23%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	-	-	-	-	-	-
	1%	1%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%
NET: High	27	24	-	3	3	1	*	3	7	4	2	4
	56%	58%	-%	67%	50%	17%	82%	37%	77%	69%	45%	67%
NET: Low	6	5	-	-	*	-	*	3	-	*	2	-
	13%	11%	-%	-%	7%	-%	18%	40%	-%	7%	55%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 170

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	32	2	5	4	2	4	3	3	3	1	3	2	-	27
Weighted total	45	2	7	8	2	3	7	8	5	1	1	1	-	43
Very low	4	-	-	-	-	-	-	3	2	-	-	-	-	4
	10%	-%	-%	-%	-%	-%	-%	35%	33%	-%	-%	-%	-%	10%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	2	-	-	-	-	2	-	-	-	-	*	-	4
	10%	90%	-%	-%	-%	-%	32%	-%	-%	-%	-%	50%	-%	9%
Quite high	18	*	3	7	-	1	2	2	-	1	-	-	-	18
	41%	10%	52%	97%	-%	42%	32%	30%	-%	100%	-%	-%	-%	43%
Very high	18	-	3	*	2	2	3	3	3	-	1	*	-	16
	40%	-%	48%	3%	100%	58%	36%	35%	67%	-%	100%	50%	-%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	36	*	7	8	2	3	5	5	3	1	1	*	-	34
	80%	10%	100%	100%	100%	100%	68%	65%	67%	100%	100%	50%	-%	80%
NET: Low	4	-	-	-	-	-	-	3	2	-	-	-	-	4
	10%	-%	-%	-%	-%	-%	-%	35%	33%	-%	-%	-%	-%	10%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	32	1	-	2	1	14	1	13	27	4	-	1	5	19	13
Weighted total	45	1	-	4	1	21	2	15	44	1	-	*	1	31	14
Very low	4	-	-	-	-	4	-	-	4	-	-	-	-	3	2
	10%	-%	-%	-%	-%	20%	-%	-%	10%	-%	-%	-%	-%	9%	12%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	-	-	2	-	*	-	2	4	-	-	-	-	-	4
	10%	-%	-%	38%	-%	2%	-%	16%	10%	-%	-%	-%	-%	-%	31%
Quite high	18	-	-	-	1	6	2	8	18	*	-	-	*	15	4
	41%	-%	-%	-%	100%	30%	100%	57%	41%	46%	-%	-%	35%	48%	25%
Very high	18	1	-	3	-	10	-	4	17	*	-	*	1	13	5
	40%	100%	-%	62%	-%	47%	-%	27%	39%	54%	-%	100%	65%	44%	32%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	36	1	-	3	1	16	2	12	35	1	-	*	1	28	8
	80%	100%	-%	62%	100%	78%	100%	84%	80%	100%	-%	100%	100%	91%	57%
NET: Low	4	-	-	-	-	4	-	-	4	-	-	-	-	3	2
	10%	-%	-%	-%	-%	20%	-%	-%	10%	-%	-%	-%	-%	9%	12%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**32**	15	2	1	1	22	10	5	17	10	20	5	3	2	-	1	-
Weighted total	**45**	26	3	*	*	31	14	8	23	14	34	4	3	2	-	*	-
Very low	**4**	3	2	-	-	3	2	-	3	2	4	-	-	-	-	-	-
	10%	*11%*	*50%*	*-%*	*-%*	*9%*	*12%*	*-%*	*12%*	*12%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**4**	2	-	-	-	4	-	2	3	-	2	2	-	*	-	-	-
	10%	*9%*	*-%*	*-%*	*-%*	*14%*	*-%*	*21%*	*12%*	*-%*	*5%*	*54%*	*-%*	*26%*	*-%*	*-%*	*-%*
Quite high	**18**	8	2	-	-	13	5	4	9	5	13	*	3	-	-	-	-
	41%	*30%*	*50%*	*-%*	*-%*	*41%*	*39%*	*52%*	*38%*	*39%*	*39%*	*4%*	*92%*	*-%*	*-%*	*-%*	*-%*
Very high	**18**	13	-	*	*	11	7	2	9	7	14	2	*	1	-	*	-
	40%	*51%*	*-%*	*100%*	*100%*	*36%*	*49%*	*27%*	*39%*	*49%*	*43%*	*43%*	*8%*	*74%*	*-%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**36**	21	2	*	*	24	12	6	18	12	28	2	3	1	-	*	-
	80%	*80%*	*50%*	*100%*	*100%*	*77%*	*88%*	*79%*	*76%*	*88%*	*82%*	*46%*	*100%*	*74%*	*-%*	*100%*	*-%*
NET: Low	**4**	3	2	-	-	3	2	-	3	2	4	-	-	-	-	-	-
	10%	*11%*	*50%*	*-%*	*-%*	*9%*	*12%*	*-%*	*12%*	*12%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	**32**	23	5	1	1	1	23	9	21	11	-	31	1
Weighted total	**45**	33	7	*	2	1	29	16	26	19	-	45	*
Very low	**4**	3	-	-	2	-	2	3	2	3	-	4	-
	10%	*8%*	*-%*	*-%*	*100%*	*-%*	*6%*	*17%*	*6%*	*14%*	*-%*	*10%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**4**	4	-	-	-	-	4	-	2	2	-	4	-
	10%	*14%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*8%*	*13%*	*-%*	*10%*	*-%*
Quite high	**18**	12	2	-	-	1	13	6	13	6	-	18	-
	41%	*38%*	*35%*	*-%*	*-%*	*100%*	*43%*	*36%*	*48%*	*30%*	*-%*	*41%*	*-%*
Very high	**18**	13	4	*	-	-	11	7	10	8	-	18	*
	40%	*41%*	*65%*	*100%*	*-%*	*-%*	*36%*	*47%*	*38%*	*42%*	*-%*	*39%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**36**	26	7	*	-	1	23	13	23	14	-	36	*
	80%	*78%*	*100%*	*100%*	*-%*	*100%*	*79%*	*83%*	*86%*	*73%*	*-%*	*80%*	*100%*
NET: Low	**4**	3	-	-	2	-	2	3	2	3	-	4	-
	10%	*8%*	*-%*	*-%*	*100%*	*-%*	*6%*	*17%*	*6%*	*14%*	*-%*	*10%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**32**	15	4	12	23	18	26	25	10	13	17	16	-	15	16	29	2
Weighted total	**45**	24	4	14	29	23	33	38	13	17	22	20	-	23	23	41	1
Very low	**4**	-	2	-	-	-	-	4	-	4	-	4	-	-	2	4	-
	10%	*-%*	*38%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*26%*	*-%*	*22%*	*-%*	*-%*	*7%*	*11%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**4**	4	-	*	4	2	4	4	3	*	4	*	-	4	4	4	-
	10%	*17%*	*-%*	*3%*	*16%*	*7%*	*13%*	*11%*	*22%*	*3%*	*20%*	*2%*	*-%*	*18%*	*18%*	*11%*	*-%*
Quite high	**18**	9	3	7	12	11	16	16	4	5	8	5	-	11	8	17	-
	41%	*37%*	*62%*	*48%*	*43%*	*48%*	*47%*	*41%*	*28%*	*31%*	*36%*	*26%*	*-%*	*47%*	*34%*	*42%*	*-%*
Very high	**18**	11	-	7	12	10	13	14	6	7	9	10	-	8	9	15	1
	40%	*46%*	*-%*	*49%*	*42%*	*45%*	*39%*	*37%*	*49%*	*41%*	*43%*	*50%*	*-%*	*35%*	*41%*	*37%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**36**	20	3	13	24	22	29	30	10	12	17	15	-	19	17	32	1
	80%	*83%*	*62%*	*97%*	*84%*	*93%*	*87%*	*78%*	*78%*	*72%*	*80%*	*76%*	*-%*	*82%*	*75%*	*78%*	*100%*
NET: Low	**4**	-	2	-	-	-	-	4	-	4	-	4	-	-	2	4	-
	10%	*-%*	*38%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*26%*	*-%*	*22%*	*-%*	*-%*	*7%*	*11%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	*b	c	*d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	32	19	20	3	1	23	31	26	31	25	31	-	19	30	4	12	20	-
Weighted total	45	25	25	3	*	35	44	35	44	36	45	-	26	41	5	20	25	-
Very low	4	2	3	2	-	3	4	4	4	4	4	-	4	4	3	3	2	-
	10%	7%	11%	54%	-%	8%	10%	12%	10%	12%	10%	-%	16%	10%	54%	14%	7%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	3	4	-	-	4	4	2	4	2	4	-	*	4	*	2	2	-
	10%	11%	18%	-%	-%	13%	10%	6%	10%	5%	10%	-%	2%	11%	9%	12%	8%	-%
Quite high	18	15	6	1	*	13	17	15	17	15	18	-	9	15	-	4	14	-
	41%	60%	24%	46%	100%	37%	39%	42%	39%	41%	41%	-%	36%	35%	-%	20%	57%	-%
Very high	18	5	12	-	-	15	18	14	18	15	18	-	12	18	2	11	7	-
	40%	22%	48%	-%	-%	42%	41%	40%	41%	43%	39%	-%	46%	43%	38%	54%	29%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	36	20	18	1	*	28	35	29	35	30	36	-	22	33	2	15	21	-
	80%	82%	71%	46%	100%	80%	80%	82%	80%	83%	80%	-%	82%	79%	38%	75%	85%	-%
NET: Low	4	2	3	2	-	3	4	4	4	4	4	-	4	4	3	3	2	-
	10%	7%	11%	54%	-%	8%	10%	12%	10%	12%	10%	-%	16%	10%	54%	14%	7%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	32	6	4	22	23	9	32	-	21	4	13	18	6	26
Weighted total	45	9	5	31	32	13	45	-	29	6	18	27	9	36
Very low	4	2	-	3	4	-	4	-	-	-	2	3	2	3
	10%	18%	-%	9%	13%	-%	10%	-%	-%	-%	9%	10%	19%	7%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	-	-	4	2	3	4	-	2	3	4	*	-	4
	10%	-%	-%	15%	5%	22%	10%	-%	6%	49%	22%	2%	-%	12%
Quite high	18	4	2	12	13	5	18	-	13	2	6	12	4	14
	41%	46%	43%	38%	40%	42%	41%	-%	45%	29%	34%	45%	48%	39%
Very high	18	3	3	12	13	5	18	-	14	1	6	11	3	15
	40%	35%	57%	38%	41%	36%	40%	-%	49%	21%	34%	43%	33%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	36	7	5	23	26	10	36	-	27	3	12	24	7	29
	80%	82%	100%	77%	82%	78%	80%	-%	94%	51%	68%	88%	81%	80%
NET: Low	4	2	-	3	4	-	4	-	-	-	2	3	2	3
	10%	18%	-%	9%	13%	-%	10%	-%	-%	-%	9%	10%	19%	7%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	32	31	-	2	3	2	1	2	10	3	3	6
Weighted total	45	44	-	3	2	3	2	3	15	4	4	9
Very low	4	4	-	-	-	-	-	-	4	-	-	-
	10%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*-%*	*-%*
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	4	4	-	2	-	-	-	-	*	-	-	2
	10%	*10%*	*-%*	*50%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*26%*
Quite high	18	17	-	-	*	-	2	-	4	2	4	6
	41%	*39%*	*-%*	*-%*	*9%*	*-%*	*100%*	*-%*	*29%*	*55%*	*100%*	*66%*
Very high	18	18	-	2	2	3	-	3	6	2	-	1
	40%	*41%*	*-%*	*50%*	*91%*	*100%*	*-%*	*100%*	*40%*	*45%*	*-%*	*7%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	36	35	-	2	2	3	2	3	10	4	4	7
	80%	*80%*	*-%*	*50%*	*100%*	*100%*	*100%*	*100%*	*68%*	*100%*	*100%*	*74%*
NET: Low	4	4	-	-	-	-	-	-	4	-	-	-
	10%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	27	2	1	3	3	2	3	1	2	3	2	4	1	20
Weighted total	26	3	*	7	2	1	3	2	3	3	1	1	*	25
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	-	-	1	-	2	-	-	-	-	-	-	4
	14%	-%	-%	-%	75%	-%	86%	-%	-%	-%	-%	-%	-%	15%
Neither low nor high	9	-	-	5	*	-	-	-	1	1	1	1	*	8
	35%	-%	-%	67%	11%	-%	-%	-%	47%	45%	100%	73%	100%	31%
Quite high	6	1	-	-	-	1	*	-	2	1	-	*	-	6
	22%	47%	-%	-%	-%	84%	7%	-%	53%	46%	-%	15%	-%	24%
Very high	8	2	*	2	*	*	*	2	-	*	-	*	-	7
	29%	53%	100%	33%	14%	16%	7%	100%	-%	9%	-%	13%	-%	30%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	3	*	2	*	1	*	2	2	1	-	*	-	13
	51%	100%	100%	33%	14%	100%	14%	100%	53%	55%	-%	27%	-%	54%
NET: Low	4	-	-	-	1	-	2	-	-	-	-	-	-	4
	14%	-%	-%	-%	75%	-%	86%	-%	-%	-%	-%	-%	-%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	27	-	8	-	-	13	1	5	16	5	3	3	11	14	13
Weighted total	26	-	5	-	-	15	2	3	24	1	*	1	2	18	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	-	-	-	4	-	-	4	-	-	-	-	-	4
	14%	-%	-%	-%	-%	24%	-%	-%	15%	-%	-%	-%	-%	-%	42%
Neither low nor high	9	-	1	-	-	4	2	2	9	*	*	-	*	8	1
	35%	-%	17%	-%	-%	27%	100%	55%	36%	15%	59%	-%	21%	46%	13%
Quite high	6	-	2	-	-	3	-	1	6	*	-	*	*	2	3
	22%	-%	34%	-%	-%	19%	-%	36%	23%	15%	-%	28%	16%	14%	40%
Very high	8	-	3	-	-	5	-	*	6	*	*	*	1	7	*
	29%	-%	49%	-%	-%	31%	-%	9%	26%	70%	41%	72%	63%	40%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	-	4	-	-	8	-	2	12	1	*	1	1	10	4
	51%	-%	83%	-%	-%	50%	-%	45%	49%	85%	41%	100%	79%	54%	45%
NET: Low	4	-	-	-	-	4	-	-	4	-	-	-	-	-	4
	14%	-%	-%	-%	-%	24%	-%	-%	15%	-%	-%	-%	-%	-%	42%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**27**	12	1	5	1	8	19	-	8	19	13	4	3	2	1	3	-
Weighted total	**26**	15	*	4	*	11	16	-	11	16	16	3	5	1	*	1	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**4**	4	-	-	-	2	1	-	2	1	4	-	-	-	-	-	-
	14%	*24%*	*-%*	*-%*	*-%*	*22%*	*8%*	*-%*	*22%*	*8%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**9**	2	*	4	-	4	5	-	4	5	4	1	2	*	-	*	-
	35%	*11%*	*100%*	*95%*	*-%*	*39%*	*32%*	*-%*	*39%*	*32%*	*23%*	*38%*	*48%*	*80%*	*-%*	*30%*	*-%*
Quite high	**6**	3	-	-	-	2	4	-	2	4	4	2	-	*	-	*	-
	22%	*18%*	*-%*	*-%*	*-%*	*16%*	*27%*	*-%*	*16%*	*27%*	*25%*	*62%*	*-%*	*20%*	*-%*	*31%*	*-%*
Very high	**8**	7	-	*	*	2	5	-	2	5	5	-	3	-	*	*	-
	29%	*46%*	*-%*	*5%*	*100%*	*23%*	*33%*	*-%*	*23%*	*33%*	*29%*	*-%*	*52%*	*-%*	*100%*	*39%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**13**	10	-	*	*	4	9	-	4	9	8	2	3	*	*	*	-
	51%	*64%*	*-%*	*5%*	*100%*	*39%*	*60%*	*-%*	*39%*	*60%*	*54%*	*62%*	*52%*	*20%*	*100%*	*70%*	*-%*
NET: Low	**4**	4	-	-	-	2	1	-	2	1	4	-	-	-	-	-	-
	14%	*24%*	*-%*	*-%*	*-%*	*22%*	*8%*	*-%*	*22%*	*8%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**27**	11	1	6	4	4	18	9	14	13	-	26	1
Weighted total	**26**	13	1	6	2	4	17	9	16	11	-	25	1
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	2	-	-	1	-	2	1	2	1	-	4	-
	14%	*18%*	*-%*	*-%*	*67%*	*-%*	*14%*	*14%*	*15%*	*12%*	*-%*	*15%*	*-%*
Neither low nor high	**9**	7	-	2	-	1	8	2	6	3	-	8	1
	35%	*53%*	*-%*	*26%*	*-%*	*16%*	*43%*	*19%*	*39%*	*29%*	*-%*	*31%*	*100%*
Quite high	**6**	1	1	2	*	1	4	2	4	2	-	6	-
	22%	*10%*	*100%*	*28%*	*10%*	*39%*	*25%*	*18%*	*27%*	*17%*	*-%*	*24%*	*-%*
Very high	**8**	3	-	3	*	2	3	4	3	5	-	8	-
	29%	*19%*	*-%*	*46%*	*23%*	*44%*	*18%*	*49%*	*19%*	*43%*	*-%*	*30%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**13**	4	1	4	1	3	7	6	7	6	-	13	-
	51%	*30%*	*100%*	*74%*	*33%*	*84%*	*43%*	*67%*	*45%*	*60%*	*-%*	*54%*	*-%*
NET: Low	**4**	2	-	-	1	-	2	1	2	1	-	4	-
	14%	*18%*	*-%*	*-%*	*67%*	*-%*	*14%*	*14%*	*15%*	*12%*	*-%*	*15%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**27**	11	4	12	23	17	24	25	9	19	20	21	-	5	20	25	8
Weighted total	**26**	12	3	11	20	13	21	26	4	20	17	22	-	4	24	22	5
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	-	2	1	1	-	1	4	2	1	4	4	-	-	4	1	1
	14%	*-%*	*81%*	*11%*	*6%*	*-%*	*6%*	*14%*	*54%*	*6%*	*21%*	*16%*	*-%*	*-%*	*15%*	*6%*	*24%*
Neither low nor high	**9**	5	*	4	8	6	8	9	1	9	4	9	-	*	9	9	2
	35%	*43%*	*6%*	*34%*	*40%*	*43%*	*37%*	*34%*	*24%*	*47%*	*24%*	*41%*	*-%*	*3%*	*36%*	*41%*	*38%*
Quite high	**6**	4	-	2	5	4	6	6	*	4	6	4	-	1	5	6	2
	22%	*35%*	*-%*	*15%*	*24%*	*32%*	*28%*	*23%*	*7%*	*22%*	*35%*	*20%*	*-%*	*34%*	*19%*	*27%*	*33%*
Very high	**8**	3	*	4	6	3	6	7	1	5	3	5	-	3	7	6	*
	29%	*22%*	*14%*	*40%*	*30%*	*25%*	*28%*	*29%*	*16%*	*25%*	*20%*	*22%*	*-%*	*63%*	*30%*	*26%*	*5%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**13**	7	*	6	11	8	12	13	1	9	9	9	-	4	12	12	2
	51%	*57%*	*14%*	*55%*	*54%*	*57%*	*57%*	*52%*	*22%*	*47%*	*55%*	*42%*	*-%*	*97%*	*49%*	*53%*	*37%*
NET: Low	**4**	-	2	1	1	-	1	4	2	1	4	4	-	-	4	1	1
	14%	*-%*	*81%*	*11%*	*6%*	*-%*	*6%*	*14%*	*54%*	*6%*	*21%*	*16%*	*-%*	*-%*	*15%*	*6%*	*24%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	27	20	17	3	1	22	27	22	27	25	27	-	20	26	15	4	21	2
Weighted total	26	19	9	1	1	22	26	22	26	26	26	-	24	24	13	4	21	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	1	1	1	-	2	4	4	4	4	4	-	4	4	4	-	4	-
	14%	6%	14%	85%	-%	11%	14%	17%	14%	14%	14%	-%	15%	15%	29%	-%	17%	-%
Neither low nor high	9	8	2	*	-	8	9	9	9	9	9	-	9	9	7	2	7	*
	35%	39%	28%	7%	-%	35%	35%	42%	35%	34%	35%	-%	38%	38%	53%	59%	32%	12%
Quite high	6	5	2	*	1	4	6	3	6	6	6	-	6	6	2	-	5	1
	22%	24%	17%	7%	100%	20%	22%	16%	22%	23%	22%	-%	24%	25%	13%	-%	22%	88%
Very high	8	6	4	-	-	8	8	6	8	7	8	-	5	5	1	2	6	-
	29%	30%	40%	-%	-%	34%	29%	26%	29%	29%	29%	-%	23%	22%	5%	41%	28%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	10	5	*	1	12	13	9	13	13	13	-	11	11	2	2	11	1
	51%	54%	58%	7%	100%	54%	51%	41%	51%	52%	51%	-%	47%	46%	18%	41%	51%	88%
NET: Low	4	1	1	1	-	2	4	4	4	4	4	-	4	4	4	-	4	-
	14%	6%	14%	85%	-%	11%	14%	17%	14%	14%	14%	-%	15%	15%	29%	-%	17%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	27	6	6	15	16	11	26	1	16	5	8	18	6	21
Weighted total	26	4	5	17	12	14	26	*	13	5	8	16	6	20
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	1	-	2	1	2	4	-	2	-	-	4	1	2
	14%	28%	-%	14%	10%	17%	14%	-%	18%	-%	-%	22%	20%	12%
Neither low nor high	9	2	1	7	5	4	9	-	3	1	4	4	2	7
	35%	37%	11%	42%	39%	32%	35%	-%	23%	21%	50%	22%	34%	35%
Quite high	6	1	3	2	3	3	6	*	3	2	1	4	3	3
	22%	28%	52%	12%	26%	19%	22%	100%	21%	33%	17%	27%	46%	15%
Very high	8	*	2	5	3	4	8	-	5	2	3	5	-	8
	29%	8%	36%	32%	25%	32%	29%	-%	38%	47%	33%	29%	-%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	2	5	7	6	7	13	*	8	4	4	9	3	11
	51%	36%	89%	44%	51%	51%	51%	100%	59%	79%	50%	56%	46%	53%
NET: Low	4	1	-	2	1	2	4	-	2	-	-	4	1	2
	14%	28%	-%	14%	10%	17%	14%	-%	18%	-%	-%	22%	20%	12%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	27	26	-	4	4	3	1	3	3	3	6
Weighted total	26	25	-	3	4	4	*	2	2	4	7
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	4	-	-	2	-	-	-	-	-	1
	14%	15%	-%	-%	55%	-%	-%	-%	-%	-%	17%
Neither low nor high	9	9	-	3	*	2	-	2	-	*	2
	35%	37%	-%	96%	4%	57%	-%	95%	-%	3%	26%
Quite high	6	5	-	*	-	2	-	-	1	1	1
	22%	19%	-%	4%	-%	43%	-%	-%	73%	33%	20%
Very high	8	8	-	-	2	-	*	*	*	2	3
	29%	30%	-%	-%	42%	-%	100%	5%	27%	64%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	12	-	*	2	2	*	*	2	4	4
	51%	49%	-%	4%	42%	43%	100%	5%	100%	97%	56%
NET: Low	4	4	-	-	2	-	-	-	-	-	1
	14%	15%	-%	-%	55%	-%	-%	-%	-%	-%	17%

Columns Tested: a,b - a,b,c - a,b - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	15	1	2	1	3	3	-	1	-	1	-	1	2	12
Weighted total	11	*	2	2	2	3	-	*	-	*	-	*	1	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	2%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	3%
Neither low nor high	2	*	2	-	-	-	-	*	-	-	-	-	-	2
	19%	100%	89%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	22%
Quite high	1	-	*	-	*	-	-	-	-	-	-	-	*	1
	10%	-%	11%	-%	25%	-%	-%	-%	-%	-%	-%	-%	50%	7%
Very high	5	-	-	2	1	1	-	-	-	-	-	-	-	5
	46%	-%	-%	100%	75%	45%	-%	-%	-%	-%	-%	-%	-%	52%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	1	-	-	-	*	-	*	*	1
	23%	-%	-%	-%	-%	47%	-%	-%	-%	100%	-%	100%	50%	16%
NET: High	6	-	*	2	2	1	-	-	-	-	-	-	*	5
	56%	-%	11%	100%	100%	45%	-%	-%	-%	-%	-%	-%	50%	59%
NET: Low	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	2%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	15	-	1	-	-	4	2	8	8	3	2	2	7	8	7
Weighted total	11	-	1	-	-	5	1	3	9	1	*	*	1	5	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	2%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	55%	16%	5%	-%
Neither low nor high	2	-	-	-	-	2	*	*	2	*	-	*	*	*	2
	19%	-%	-%	-%	-%	30%	30%	6%	18%	31%	-%	45%	26%	7%	31%
Quite high	1	-	-	-	-	-	-	1	*	*	*	-	1	1	*
	10%	-%	-%	-%	-%	-%	-%	33%	5%	30%	100%	-%	42%	18%	3%
Very high	5	-	1	-	-	4	-	-	5	-	-	-	-	2	2
	46%	-%	100%	-%	-%	65%	-%	-%	53%	-%	-%	-%	-%	46%	45%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	*	*	2	2	*	-	-	*	1	1
	23%	-%	-%	-%	-%	4%	70%	53%	24%	39%	-%	-%	16%	24%	21%
NET: High	6	-	1	-	-	4	-	1	5	*	*	-	1	3	3
	56%	-%	100%	-%	-%	65%	-%	33%	58%	30%	100%	-%	42%	64%	48%
NET: Low	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	2%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	55%	16%	5%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	15	2	2	-	1	4	11	-	4	11	2	-	2	2	4	5	-
Weighted total	11	3	2	-	*	6	5	-	6	5	2	-	3	2	2	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	-%	-%	100%	-%	5%	-%	-%	5%	-%	-%	-%	-%	-%	18%	-%
Neither low nor high	2	*	-	-	-	2	*	-	2	*	2	-	-	-	*	*	-
	19%	7%	-%	-%	-%	30%	7%	-%	30%	7%	88%	-%	-%	-%	9%	14%	-%
Quite high	1	-	-	-	-	-	1	-	-	1	-	-	-	-	*	1	-
	10%	-%	-%	-%	-%	-%	21%	-%	-%	21%	-%	-%	-%	-%	8%	68%	-%
Very high	5	2	2	-	-	2	2	-	2	2	-	-	2	1	1	-	-
	46%	93%	100%	-%	-%	43%	49%	-%	43%	49%	-%	-%	84%	49%	60%	-%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	1	1	-	1	1	*	-	*	1	*	-	-
	23%	-%	-%	-%	-%	27%	18%	-%	27%	18%	12%	-%	16%	51%	23%	-%	-%
NET: High	6	2	2	-	-	2	4	-	2	4	-	-	2	1	1	1	-
	56%	93%	100%	-%	-%	43%	70%	-%	43%	70%	-%	-%	84%	49%	68%	68%	-%
NET: Low	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	-%	-%	100%	-%	5%	-%	-%	5%	-%	-%	-%	-%	-%	18%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	15	9	1	1	1	1	10	5	9	6	-	14	1
Weighted total	11	7	*	*	*	1	6	4	6	5	-	10	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	3%	-%	-%	-%	-%	4%	-%	4%	-%	-%	2%	-%
Neither low nor high	2	2	-	*	-	-	2	-	*	2	-	2	-
	19%	26%	-%	100%	-%	-%	32%	-%	3%	37%	-%	20%	-%
Quite high	1	1	*	-	*	-	1	*	*	1	-	1	*
	10%	9%	100%	-%	100%	-%	13%	6%	7%	14%	-%	8%	100%
Very high	5	4	-	-	-	1	2	2	2	2	-	5	-
	46%	51%	-%	-%	-%	100%	37%	59%	43%	49%	-%	47%	-%
Don't Know (DO NOT READ OUT)	2	1	-	-	-	-	1	1	2	-	-	2	-
	23%	10%	-%	-%	-%	-%	14%	36%	43%	-%	-%	23%	-%
NET: High	6	4	*	-	*	1	3	3	3	3	-	6	*
	56%	61%	100%	-%	100%	100%	50%	64%	49%	63%	-%	55%	100%
NET: Low	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	3%	-%	-%	-%	-%	4%	-%	4%	-%	-%	2%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**15**	3	2	9	14	14	15	13	4	2	15	3	-	10	10	14	3
Weighted total	**11**	4	1	4	10	8	11	9	2	2	11	3	-	6	8	10	1
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	*
	2%	*-%*	*-%*	*5%*	*2%*	*3%*	*2%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*2%*	*20%*
Neither low nor high	**2**	2	-	*	2	2	2	2	-	-	2	-	-	2	2	2	-
	19%	*37%*	*-%*	*9%*	*20%*	*25%*	*19%*	*23%*	*-%*	*-%*	*19%*	*-%*	*-%*	*33%*	*22%*	*20%*	*-%*
Quite high	**1**	*	*	*	1	1	1	1	*	-	1	-	-	1	*	1	*
	10%	*11%*	*16%*	*9%*	*10%*	*13%*	*10%*	*12%*	*18%*	*-%*	*10%*	*-%*	*-%*	*18%*	*5%*	*10%*	*40%*
Very high	**5**	2	1	1	5	2	5	5	1	2	5	2	-	2	5	5	-
	46%	*53%*	*84%*	*28%*	*47%*	*30%*	*46%*	*55%*	*60%*	*100%*	*46%*	*91%*	*-%*	*38%*	*58%*	*47%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	2	2	1	*	-	2	*	-	*	1	2	*
	23%	*-%*	*-%*	*50%*	*21%*	*29%*	*23%*	*8%*	*21%*	*-%*	*23%*	*9%*	*-%*	*7%*	*14%*	*21%*	*40%*
NET: High	**6**	3	1	2	6	4	6	6	2	2	6	2	-	3	5	6	*
	56%	*63%*	*100%*	*36%*	*57%*	*43%*	*56%*	*67%*	*79%*	*100%*	*56%*	*91%*	*-%*	*56%*	*64%*	*57%*	*40%*
NET: Low	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	*
	2%	*-%*	*-%*	*5%*	*2%*	*3%*	*2%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*2%*	*20%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	15	11	9	1	-	13	15	15	15	15	15	-	12	15	4	4	8	2
Weighted total	11	7	7	1	-	9	11	11	11	11	11	-	9	11	1	2	8	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	3%	4%	-%	-%	3%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	3%	-%
Neither low nor high	2	*	2	-	-	2	2	2	2	2	2	-	2	2	*	-	2	*
	19%	5%	28%	-%	-%	22%	19%	19%	19%	19%	19%	-%	21%	19%	14%	-%	23%	45%
Quite high	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	*	*
	10%	12%	13%	-%	-%	9%	10%	10%	10%	10%	10%	-%	7%	10%	50%	8%	6%	55%
Very high	5	4	2	1	-	4	5	5	5	5	5	-	4	5	-	1	4	-
	46%	50%	37%	100%	-%	39%	46%	46%	46%	46%	46%	-%	41%	46%	-%	59%	45%	-%
Don't Know (DO NOT READ OUT)	2	2	1	-	-	2	2	2	2	2	2	-	2	2	*	1	2	-
	23%	30%	19%	-%	-%	26%	23%	23%	23%	23%	23%	-%	28%	23%	35%	32%	22%	-%
NET: High	6	4	3	1	-	4	6	6	6	6	6	-	4	6	1	1	4	*
	56%	62%	50%	100%	-%	49%	56%	56%	56%	56%	56%	-%	48%	56%	50%	68%	52%	55%
NET: Low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	3%	4%	-%	-%	3%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	15	2	-	12	12	3	15	-	6	-	3	11	4	11
Weighted total	11	1	-	9	10	1	11	-	5	-	1	10	1	10
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	-	*	*	-	-	-	-	*	*	-
	2%	-%	-%	3%	-%	25%	2%	-%	-%	-%	-%	2%	28%	-%
Neither low nor high	2	-	-	2	2	-	2	-	*	-	*	2	*	2
	19%	-%	-%	24%	21%	-%	19%	-%	4%	-%	68%	17%	44%	17%
Quite high	1	*	-	1	1	-	1	-	*	-	*	1	*	1
	10%	16%	-%	10%	11%	-%	10%	-%	10%	-%	32%	7%	28%	9%
Very high	5	1	-	4	5	-	5	-	4	-	-	5	-	5
	46%	84%	-%	41%	50%	-%	46%	-%	73%	-%	-%	49%	-%	50%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	1	2	-	1	-	-	2	-	2
	23%	-%	-%	22%	18%	75%	23%	-%	14%	-%	-%	25%	-%	25%
NET: High	6	1	-	4	6	-	6	-	4	-	*	5	*	6
	56%	100%	-%	51%	61%	-%	56%	-%	82%	-%	32%	56%	28%	58%
NET: Low	*	-	-	*	-	*	*	-	-	-	-	*	*	-
	2%	-%	-%	3%	-%	25%	2%	-%	-%	-%	-%	2%	28%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	15	13	-	1	3	2	1	1	3	1	3
Weighted total	11	9	-	*	2	2	1	*	2	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	-	-	-	-	*
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	8%
Neither low nor high	2	2	-	-	2	-	-	-	*	-	-
	19%	23%	-%	-%	80%	-%	-%	-%	11%	-%	-%
Quite high	1	1	-	*	-	*	-	*	*	-	-
	10%	12%	-%	100%	-%	27%	-%	100%	14%	-%	-%
Very high	5	5	-	-	-	-	1	-	1	-	2
	46%	54%	-%	-%	-%	-%	100%	-%	75%	-%	78%
Don't Know (DO NOT READ OUT)	2	1	-	-	*	1	-	-	-	*	*
	23%	8%	-%	-%	20%	73%	-%	-%	-%	100%	14%
NET: High	6	6	-	*	-	*	1	*	1	-	2
	56%	66%	-%	100%	-%	27%	100%	100%	89%	-%	78%
NET: Low	*	*	-	-	-	-	-	-	-	-	*
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	8%

Columns Tested: a,b - a,b,c - a,b - a,b,c

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	1	-	1	-	-	1	-	-	1	-	3
Weighted total	3	-	-	2	-	*	-	-	*	-	-	*	-	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	83%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	86%
Quite high	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	7%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	7%
Very high	*	-	-	-	-	*	-	-	-	-	-	*	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	*	-	-	*	-	-	*	-	*
	17%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	14%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	4	-	1	-	1	1	-	1	1	2	1	-	3	3	1
Weighted total	3	-	*	-	*	2	-	*	2	*	*	-	*	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	83%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	86%	-%
Quite high	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	7%	-%	100%	-%	-%	-%	-%	-%	-%	53%	-%	-%	43%	7%	-%
Very high	*	-	-	-	*	-	-	*	-	*	*	-	*	*	*
	10%	-%	-%	-%	100%	-%	-%	100%	-%	47%	100%	-%	57%	6%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	*	-	*	-	-	*	-	*	*	-	*	*	*
	17%	-%	100%	-%	100%	-%	-%	100%	-%	100%	100%	-%	100%	14%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	-	-	2	-	2	2	-	2	2	1	1	1	-	1	-	-
Weighted total	3	-	-	3	-	3	*	-	3	*	2	*	*	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	2	-	-	2	-	2	-	-	-	-	-	-
	83%	-%	-%	92%	-%	93%	-%	-%	93%	-%	100%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	7%	-%	-%	8%	-%	-%	68%	-%	-%	68%	-%	-%	100%	-%	-%	-%	-%
Very high	*	-	-	-	-	*	*	-	*	*	-	*	-	-	*	-	-
	10%	-%	-%	-%	-%	7%	32%	-%	7%	32%	-%	100%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	*	-	*	*	-	*	*	-	*	*	-	*	-	-
	17%	-%	-%	8%	-%	7%	100%	-%	7%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	4	-	1	-	1	-	-	4	-	4	-	-	4
Weighted total	3	-	*	-	*	-	-	3	-	3	-	-	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	2	-	2	-	-	2
	83%	-%	-%	-%	-%	-%	-%	83%	-%	83%	-%	-%	83%
Quite high	*	-	-	-	*	-	-	*	-	*	-	-	*
	7%	-%	-%	-%	100%	-%	-%	7%	-%	7%	-%	-%	7%
Very high	*	-	*	-	-	-	-	*	-	*	-	-	*
	10%	-%	100%	-%	-%	-%	-%	10%	-%	10%	-%	-%	10%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	*	-	*	-	-	*	-	*	-	-	*
	17%	-%	100%	-%	100%	-%	-%	17%	-%	17%	-%	-%	17%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**	***a**	***b**	***c**	***a**	***b**	***c**
Unweighted total	**4**	1	2	1	4	4	4	2	1	1	3	1	-	1	2	3	1
Weighted total	**3**	*	3	*	3	3	3	*	*	*	*	*	-	*	*	3	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	-	2	-	2	2	2	-	-	-	-	-	-	-	-	2	-
	83%	*-%*	*93%*	*-%*	*83%*	*83%*	*83%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*89%*	*-%*
Quite high	*****	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	7%	*100%*	*-%*	*-%*	*7%*	*7%*	*7%*	*68%*	*-%*	*100%*	*43%*	*100%*	*-%*	*-%*	*53%*	*8%*	*100%*
Very high	*****	-	*	*	*	*	*	*	*	-	*	-	-	*	*	*	-
	10%	*-%*	*7%*	*100%*	*10%*	*10%*	*10%*	*32%*	*100%*	*-%*	*57%*	*-%*	*-%*	*100%*	*47%*	*4%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	*****	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*
	17%	*100%*	*7%*	*100%*	*17%*	*17%*	*17%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*	*11%*	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	4	-	-	-	-	-	4	4	4	4	4	-	2	4	1	2	2	-
Weighted total	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	2	2	2	2	2	-	-	2	-	-	2	-
	83%	-%	-%	-%	-%	-%	83%	83%	83%	83%	83%	-%	-%	83%	-%	-%	93%	-%
Quite high	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	7%	-%	-%	-%	-%	-%	7%	7%	7%	7%	7%	-%	53%	7%	100%	68%	-%	-%
Very high	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	*	-
	10%	-%	-%	-%	-%	-%	10%	10%	10%	10%	10%	-%	47%	10%	-%	32%	7%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	*	-
	17%	-%	-%	-%	-%	-%	17%	17%	17%	17%	17%	-%	100%	17%	100%	100%	7%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	4	2	-	2	3	1	4	-	-	-	-	-	1	3
Weighted total	3	*	-	3	*	2	3	-	-	-	-	-	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	2	2	-	-	-	-	-	-	2
	83%	-%	-%	93%	-%	100%	83%	-%	-%	-%	-%	-%	-%	90%
Quite high	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	7%	68%	-%	-%	43%	-%	7%	-%	-%	-%	-%	-%	100%	-%
Very high	*	*	-	*	*	-	*	-	-	-	-	-	-	*
	10%	32%	-%	7%	57%	-%	10%	-%	-%	-%	-%	-%	-%	10%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	*	*	-	*	-	-	-	-	-	*	*
	17%	100%	-%	7%	100%	-%	17%	-%	-%	-%	-%	-%	100%	10%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month		Month
	TOTAL	Satisfied	Dissatisfied	Jan	Apr	Jun	Oct
Significance Level: 95%		*a	*b	*a	*a	*b	*a
Unweighted total	4	3	-	1	1	1	1
Weighted total	3	3	-	*	*	*	2
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	2
	83%	90%	-%	-%	-%	-%	100%
Quite high	*	-	-	-	*	-	-
	7%	-%	-%	-%	100%	-%	-%
Very high	*	*	-	*	-	*	-
	10%	10%	-%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	*	*	*	-
	17%	10%	-%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	1	-	1	-	-	-	1	2	1	1	-	5
Weighted total	6	-	2	-	1	-	-	-	2	1	*	*	-	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	3%
Neither low nor high	3	-	2	-	-	-	-	-	-	1	-	-	-	3
	44%	-%	100%	-%	-%	-%	-%	-%	-%	88%	-%	-%	-%	48%
Quite high	3	-	-	-	1	-	-	-	2	-	*	*	-	3
	53%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	100%	-%	49%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	-	1	-	-	-	2	-	*	*	-	3
	53%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	100%	-%	49%
NET: Low	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	2	-	-	2	-	3	5	2	-	-	2	4	3
Weighted total	6	-	*	-	-	2	-	4	6	*	-	-	*	4	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	3%	-%	62%	-%	-%	-%	-%	-%	-%	62%	-%	-%	62%	4%	-%
Neither low nor high	3	-	-	-	-	1	-	2	3	-	-	-	-	3	-
	44%	-%	-%	-%	-%	50%	-%	44%	46%	-%	-%	-%	-%	67%	-%
Quite high	3	-	*	-	-	1	-	2	3	*	-	-	*	1	2
	53%	-%	38%	-%	-%	50%	-%	56%	54%	38%	-%	-%	38%	29%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	-	-	1	-	2	3	*	-	-	*	1	2
	53%	-%	38%	-%	-%	50%	-%	56%	54%	38%	-%	-%	38%	29%	100%
NET: Low	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	3%	-%	62%	-%	-%	-%	-%	-%	-%	62%	-%	-%	62%	4%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	1	2	1	-	2	5	-	2	5	3	3	1	-	-	-	-
Weighted total	6	1	2	*	-	3	3	-	3	3	5	2	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	5%	-%	-%	5%	-%	-%	100%	-%	-%	-%	-%
Neither low nor high	3	1	2	-	-	2	1	-	2	1	3	-	-	-	-	-	-
	44%	100%	79%	-%	-%	50%	39%	-%	50%	39%	63%	-%	-%	-%	-%	-%	-%
Quite high	3	-	*	*	-	2	2	-	2	2	2	2	-	-	-	-	-
	53%	-%	21%	100%	-%	50%	56%	-%	50%	56%	37%	100%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	*	-	2	2	-	2	2	2	2	-	-	-	-	-
	53%	-%	21%	100%	-%	50%	56%	-%	50%	56%	37%	100%	-%	-%	-%	-%	-%
NET: Low	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	5%	-%	-%	5%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	2	2	1	-	2	5	2	2	5	-	7	-
Weighted total	6	3	2	*	-	1	6	*	2	5	-	6	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	*	-	*	-	*	-
	3%	-%	-%	-%	-%	29%	-%	62%	-%	4%	-%	3%	-%
Neither low nor high	3	2	1	-	-	-	3	-	1	2	-	3	-
	44%	50%	50%	-%	-%	-%	46%	-%	74%	34%	-%	44%	-%
Quite high	3	2	1	*	-	*	3	*	*	3	-	3	-
	53%	50%	50%	100%	-%	71%	54%	38%	26%	62%	-%	53%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	1	*	-	*	3	*	*	3	-	3	-
	53%	50%	50%	100%	-%	71%	54%	38%	26%	62%	-%	53%	-%
NET: Low	*	-	-	-	-	*	-	*	-	*	-	*	-
	3%	-%	-%	-%	-%	29%	-%	62%	-%	4%	-%	3%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	3	2	2	5	5	6	6	1	5	4	6	-	1	4	6	3
Weighted total	6	3	2	2	5	4	5	5	*	3	3	5	-	2	3	5	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	3%	-%	10%	-%	-%	5%	4%	4%	-%	5%	6%	4%	-%	-%	5%	4%	-%
Neither low nor high	3	2	-	1	3	3	3	3	-	1	1	1	-	2	3	3	1
	44%	55%	-%	74%	62%	80%	60%	60%	-%	39%	40%	26%	-%	100%	83%	60%	70%
Quite high	3	1	2	*	2	1	2	2	*	2	2	3	-	-	*	2	1
	53%	45%	90%	26%	38%	15%	37%	37%	100%	56%	54%	71%	-%	-%	12%	37%	30%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	1	2	*	2	1	2	2	*	2	2	3	-	-	*	2	1
	53%	45%	90%	26%	38%	15%	37%	37%	100%	56%	54%	71%	-%	-%	12%	37%	30%
NET: Low	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	3%	-%	10%	-%	-%	5%	4%	4%	-%	5%	6%	4%	-%	-%	5%	4%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	4	4	1	-	6	7	7	7	7	7	-	6	7	2	3	4	-
Weighted total	6	5	2	*	-	6	6	6	6	6	6	-	6	6	1	2	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	3%	-%	9%	-%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	-%	8%	-%	-%
Neither low nor high	3	3	-	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	44%	63%	-%	-%	-%	45%	44%	44%	44%	44%	44%	-%	45%	44%	-%	-%	68%	-%
Quite high	3	2	2	*	-	3	3	3	3	3	3	-	3	3	1	2	1	-
	53%	37%	91%	100%	-%	52%	53%	53%	53%	53%	53%	-%	52%	53%	100%	92%	32%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	2	*	-	3	3	3	3	3	3	-	3	3	1	2	1	-
	53%	37%	91%	100%	-%	52%	53%	53%	53%	53%	53%	-%	52%	53%	100%	92%	32%	-%
NET: Low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	3%	-%	9%	-%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	-%	8%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	1	4	6	1	7	-	3	1	3	4	-	7
Weighted total	6	2	2	3	5	1	6	-	3	*	3	3	-	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	3%	10%	-%	-%	3%	-%	3%	-%	-%	-%	-%	6%	-%	3%
Neither low nor high	3	2	-	1	2	1	3	-	-	-	2	1	-	3
	44%	90%	-%	41%	31%	100%	44%	-%	-%	-%	50%	39%	-%	44%
Quite high	3	-	2	2	3	-	3	-	3	*	2	2	-	3
	53%	-%	100%	59%	65%	-%	53%	-%	100%	100%	50%	56%	-%	53%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	2	2	3	-	3	-	3	*	2	2	-	3
	53%	-%	100%	59%	65%	-%	53%	-%	100%	100%	50%	56%	-%	53%
NET: Low	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	3%	10%	-%	-%	3%	-%	3%	-%	-%	-%	-%	6%	-%	3%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month	Month		
	TOTAL	Satisfied	Dissatisfied	Feb	May	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b	*c
Unweighted total	7	7	-	2	1	1	2	1
Weighted total	6	6	-	2	2	1	1	*
Very low	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	*	-	-	-	-
	3%	3%	-%	10%	-%	-%	-%	-%
Neither low nor high	3	3	-	-	2	1	-	-
	44%	44%	-%	-%	100%	100%	-%	-%
Quite high	3	3	-	2	-	-	1	*
	53%	53%	-%	90%	-%	-%	100%	100%
Very high	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	3	-	2	-	-	1	*
	53%	53%	-%	90%	-%	-%	100%	100%
NET: Low	*	*	-	*	-	-	-	-
	3%	3%	-%	10%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	1	-	-	-	-	-	-	-	2
Weighted total	2	-	2	-	-	*	-	-	-	-	-	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	90%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%
Quite high	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	-	1	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%
Quite high	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	1	-	1	2	-	-	2	-	1	-	1	-	-	-	-
Weighted total	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	100%	-%	-%	90%	-%	-%	90%	-%	100%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	10%	-%	-%	-%	100%	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	10%	-%	-%	-%	100%	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	-	2	-	-	2	-	2	-
Weighted total	2	2	-	-	-	-	2	-	-	2	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	2	-	-	2	-	2	-
	90%	90%	-%	-%	-%	-%	90%	-%	-%	90%	-%	90%	-%
Quite high	*	*	-	-	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	-%	-%	10%	-%	-%	10%	-%	10%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	-	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	-%	-%	10%	-%	-%	10%	-%	10%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		***a**	***b**	***c**	***a**	***b**	***c**	***d**	***e**	***f**	***g**	***a**	***b**	***c**	***a**	***b**	***c**
Unweighted total	**2**	2	-	-	2	2	2	2	-	-	1	-	-	2	1	2	-
Weighted total	**2**	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	2	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-
	90%	*90%*	-%	-%	*90%*	*90%*	*90%*	*90%*	-%	-%	-%	-%	-%	*90%*	*100%*	*90%*	-%
Quite high	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	10%	*10%*	-%	-%	*10%*	*10%*	*10%*	*10%*	-%	-%	*100%*	-%	-%	*10%*	-%	*10%*	-%
Very high	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	10%	*10%*	-%	-%	*10%*	*10%*	*10%*	*10%*	-%	-%	*100%*	-%	-%	*10%*	-%	*10%*	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	1	-	-	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	90%	90%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	100%	100%	-%	-%	90%	-%
Quite high	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	10%	10%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	-%	-%	-%	-%	10%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	10%	10%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	-%	-%	-%	-%	10%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	-	1	2	-	2	-	-	1	2	-	-	2
Weighted total	2	2	-	*	2	-	2	-	-	*	2	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	-	2	-	-	-	2	-	-	2
	90%	100%	-%	-%	90%	-%	90%	-%	-%	-%	90%	-%	-%	90%
Quite high	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	10%	-%	-%	100%	10%	-%	10%	-%	-%	100%	10%	-%	-%	10%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	10%	-%	-%	100%	10%	-%	10%	-%	-%	100%	10%	-%	-%	10%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Feb	May
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	2	-	1	1
Weighted total	2	2	-	*	2
Very low	-	-	-	-	-
	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2
	90%	90%	-%	-%	100%
Quite high	*	*	-	*	-
	10%	10%	-%	100%	-%
Very high	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: High	*	*	-	*	-
	10%	10%	-%	100%	-%
NET: Low	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	6	-	-	-	1	-	-	-	2	1	1	-	1	4
Weighted total	6	-	-	-	1	-	-	-	3	1	*	-	*	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	-	-	1	-	-	-	-	1	*	-	*	2
	49%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	44%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	3	-	-	-	-	3
	51%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	56%
NET: High	3	-	-	-	1	-	-	-	-	1	*	-	*	2
	49%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	44%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	6	-	2	-	-	-	-	4	5	-	1	-	1	4	2
Weighted total	6	-	3	-	-	-	-	3	6	-	*	-	*	4	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	-	1	-	-	-	-	2	3	-	*	-	*	3	*
	49%	-%	42%	-%	-%	-%	-%	55%	48%	-%	100%	-%	100%	66%	6%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	2	-	-	-	-	1	3	-	-	-	-	1	2
	51%	-%	58%	-%	-%	-%	-%	45%	52%	-%	-%	-%	-%	34%	94%
NET: High	3	-	1	-	-	-	-	2	3	-	*	-	*	3	*
	49%	-%	42%	-%	-%	-%	-%	55%	48%	-%	100%	-%	100%	66%	6%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	3	-	1	-	2	4	-	2	4	-	1	1	2	-	-	-
Weighted total	6	3	-	1	-	2	4	-	2	4	-	1	*	2	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	2	-	-	-	*	3	-	*	3	-	1	*	2	-	-	-
	49%	50%	-%	-%	-%	6%	66%	-%	6%	66%	-%	100%	100%	100%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	2	-	1	-	2	1	-	2	1	-	-	-	-	-	-	-
	51%	50%	-%	100%	-%	94%	34%	-%	94%	34%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	-	-	-	*	3	-	*	3	-	1	*	2	-	-	-
	49%	50%	-%	-%	-%	6%	66%	-%	6%	66%	-%	100%	100%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**6**	3	-	1	1	-	2	4	2	4	-	4	2
Weighted total	**6**	3	-	1	1	-	1	5	1	5	-	4	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**3**	1	-	-	1	-	1	2	1	2	-	3	*
	49%	*44%*	*-%*	*-%*	*100%*	*-%*	*100%*	*35%*	*100%*	*35%*	*-%*	*61%*	*23%*
Very high	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**3**	2	-	1	-	-	-	3	-	3	-	2	1
	51%	*56%*	*-%*	*100%*	*-%*	*-%*	*-%*	*65%*	*-%*	*65%*	*-%*	*39%*	*77%*
NET: High	**3**	1	-	-	1	-	1	2	1	2	-	3	*
	49%	*44%*	*-%*	*-%*	*100%*	*-%*	*100%*	*35%*	*100%*	*35%*	*-%*	*61%*	*23%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	6	4	1	1	4	3	4	4	1	5	4	5	-	-	4	5	-
Weighted total	6	4	1	1	3	2	3	4	1	6	3	6	-	-	6	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	1	1	1	3	2	3	1	1	3	3	3	-	-	2	3	-
	49%	15%	100%	100%	100%	100%	100%	30%	100%	45%	100%	45%	-%	-%	44%	67%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	3	-	3	-	-	3	1	-
	51%	85%	-%	-%	-%	-%	-%	70%	-%	55%	-%	55%	-%	-%	56%	33%	-%
NET: High	3	1	1	1	3	2	3	1	1	3	3	3	-	-	2	3	-
	49%	15%	100%	100%	100%	100%	100%	30%	100%	45%	100%	45%	-%	-%	44%	67%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	6	3	3	-	-	4	6	5	6	6	6	-	3	6	1	2	4	-
Weighted total	6	3	3	-	-	4	6	4	6	6	6	-	4	6	1	3	3	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	3	3	3	-	-	3	3	3	3	3	3	-	1	3	-	1	2	-
	49%	100%	100%	-%	-%	61%	49%	67%	49%	49%	49%	-%	28%	49%	-%	45%	52%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	2	3	1	3	3	3	-	3	3	1	1	2	-
	51%	-%	-%	-%	-%	39%	51%	33%	51%	51%	51%	-%	72%	51%	100%	55%	48%	-%
NET: High	3	3	3	-	-	3	3	3	3	3	3	-	1	3	-	1	2	-
	49%	100%	100%	-%	-%	61%	49%	67%	49%	49%	49%	-%	28%	49%	-%	45%	52%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**6**	2	-	4	4	2	6	-	4	-	1	3	2	4
Weighted total	**6**	3	-	3	3	3	6	-	4	-	1	3	2	4
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**3**	1	-	2	2	1	3	-	3	-	1	1	*	3
	49%	*46%*	*-%*	*52%*	*52%*	*45%*	*49%*	*-%*	*61%*	*-%*	*100%*	*45%*	*23%*	*61%*
Very high	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**3**	1	-	2	2	1	3	-	2	-	-	2	1	2
	51%	*54%*	*-%*	*48%*	*48%*	*55%*	*51%*	*-%*	*39%*	*-%*	*-%*	*55%*	*77%*	*39%*
NET: High	**3**	1	-	2	2	1	3	-	3	-	1	1	*	3
	49%	*46%*	*-%*	*52%*	*52%*	*45%*	*49%*	*-%*	*61%*	*-%*	*100%*	*45%*	*23%*	*61%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by QV4a Other (1st) in the last 12 months (QOP491. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month		Month
	TOTAL	Satisfied	Dissatisfied	Apr	Jun	Dec
Significance Level: 95%		*a	*b	*a	*b	*a
Unweighted total	6	6	-	2	1	3
Weighted total	6	6	-	2	2	3
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	3	3	-	2	-	1
	49%	49%	-%	100%	-%	48%
Very high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	2	1
	51%	51%	-%	-%	100%	52%
NET: High	3	3	-	2	-	1
	49%	49%	-%	100%	-%	48%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b						

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	-	1
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	TOTAL	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	-	*	-	*	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	*	-	-	*
	100%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	*100%*
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	1
Weighted total	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
	100%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*100%*	*100%*	*100%*
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	-	1	1	1	-	1	1	1	-	1	-
Weighted total	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	1	-	-	-	-	-	1	-
Weighted total	*	-	-	*	-	*	*	-	-	-	-	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	-	-	-	-	*	-
	100%	-%	-%	*100%*	-%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by QV4a Other (3rd) in the last 12 months (QOP493. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4a Other (3rd) on each of the following aspects:)

Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Jun
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very low	-	-	-	-
	-%	-%	-%	-%
Quite low	-	-	-	-
	-%	-%	-%	-%
Neither low nor high	-	-	-	-
	-%	-%	-%	-%
Quite high	-	-	-	-
	-%	-%	-%	-%
Very high	-	-	-	-
	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*
	100%	*100%*	*-%*	*100%*
NET: High	-	-	-	-
	-%	-%	-%	-%
NET: Low	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

Ofcom; Business Postal Tracker

Table 178

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	26	2	2	1	1	2	4	1	4	2	4	1	2	19
Weighted total	27	2	2	2	1	2	7	*	5	2	1	*	1	24
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	1	-	-	-	-	-	-	2	-	-	-	-	3
	12%	88%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	13%
Neither low nor high	6	-	-	-	-	1	2	*	1	-	*	*	-	5
	23%	-%	-%	-%	-%	49%	32%	100%	30%	-%	31%	100%	-%	22%
Quite high	9	-	1	2	1	-	*	-	*	2	1	-	1	8
	34%	-%	88%	100%	100%	-%	3%	-%	4%	100%	38%	-%	100%	32%
Very high	6	-	-	-	-	1	2	-	2	-	*	-	-	5
	21%	-%	-%	-%	-%	51%	32%	-%	33%	-%	31%	-%	-%	21%
Don't Know (DO NOT READ OUT)	3	*	*	-	-	-	2	-	-	-	-	-	-	3
	10%	12%	12%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	11%
NET: High	15	-	1	2	1	1	3	-	2	2	1	-	1	13
	55%	-%	88%	100%	100%	51%	35%	-%	37%	100%	69%	-%	100%	54%
NET: Low	3	1	-	-	-	-	-	-	2	-	-	-	-	3
	12%	88%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	13%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	26	-	3	-	2	12	1	7	20	3	3	-	6	11	15
Weighted total	27	-	3	-	1	11	2	8	26	1	*	-	1	14	13
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	-	-	-	-	3	-	-	3	-	-	-	-	-	3
	12%	-%	-%	-%	-%	28%	-%	-%	12%	-%	-%	-%	-%	-%	24%
Neither low nor high	6	-	-	-	*	4	-	2	6	*	-	-	*	4	2
	23%	-%	-%	-%	50%	35%	-%	23%	23%	47%	-%	-%	29%	27%	19%
Quite high	9	-	1	-	*	2	-	4	9	*	*	-	*	7	3
	34%	-%	40%	-%	50%	22%	-%	45%	34%	26%	60%	-%	39%	47%	20%
Very high	6	-	2	-	-	2	-	2	6	-	-	-	-	1	4
	21%	-%	54%	-%	-%	15%	-%	29%	22%	-%	-%	-%	-%	9%	35%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	-	2	*	2	*	*	-	*	3	*
	10%	-%	7%	-%	-%	-%	100%	2%	9%	26%	40%	-%	32%	18%	2%
NET: High	15	-	3	-	*	4	-	6	14	*	*	-	*	8	7
	55%	-%	93%	-%	50%	37%	-%	74%	56%	26%	60%	-%	39%	55%	55%
NET: Low	3	-	-	-	-	3	-	-	3	-	-	-	-	-	3
	12%	-%	-%	-%	-%	28%	-%	-%	12%	-%	-%	-%	-%	-%	24%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**26**	11	3	4	-	8	18	1	7	18	8	6	2	3	-	1	-
Weighted total	**27**	12	3	4	-	7	20	2	5	20	11	3	1	4	-	*	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**3**	1	2	-	-	-	3	-	-	3	3	-	-	-	-	-	-
	12%	*13%*	*50%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*16%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**6**	*	2	2	-	-	6	-	-	6	-	*	*	1	-	-	-
	23%	*4%*	*50%*	*42%*	*-%*	*-%*	*32%*	*-%*	*-%*	*32%*	*-%*	*14%*	*80%*	*33%*	*-%*	*-%*	*-%*
Quite high	**9**	5	-	*	-	3	6	-	3	6	2	2	*	2	-	-	-
	34%	*45%*	*-%*	*4%*	*-%*	*39%*	*32%*	*-%*	*58%*	*32%*	*19%*	*73%*	*20%*	*67%*	*-%*	*-%*	*-%*
Very high	**6**	2	-	2	-	2	4	-	2	4	4	*	-	-	-	-	-
	21%	*18%*	*-%*	*54%*	*-%*	*28%*	*18%*	*-%*	*42%*	*18%*	*32%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	2	-	-	-	2	*	2	-	*	2	-	-	-	-	*	-
	10%	*20%*	*-%*	*-%*	*-%*	*32%*	*2%*	*100%*	*-%*	*2%*	*21%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
NET: High	**15**	7	-	3	-	5	10	-	5	10	6	3	*	2	-	-	-
	55%	*63%*	*-%*	*58%*	*-%*	*68%*	*51%*	*-%*	*100%*	*51%*	*51%*	*86%*	*20%*	*67%*	*-%*	*-%*	*-%*
NET: Low	**3**	1	2	-	-	-	3	-	-	3	3	-	-	-	-	-	-
	12%	*13%*	*50%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*16%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	26	11	3	2	3	6	14	12	12	14	-	24	2
Weighted total	27	9	4	3	3	6	13	14	13	14	-	25	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	-	-	-	2	1	3	-	3	-	-	3	-
	12%	-%	-%	-%	53%	24%	24%	-%	23%	-%	-%	12%	-%
Neither low nor high	6	*	-	1	-	4	3	3	3	3	-	5	1
	23%	5%	-%	55%	-%	72%	25%	22%	24%	22%	-%	19%	88%
Quite high	9	4	3	1	1	*	4	5	4	5	-	9	-
	34%	45%	67%	45%	40%	3%	29%	39%	30%	38%	-%	37%	-%
Very high	6	4	1	-	-	-	*	5	*	5	-	6	-
	21%	48%	33%	-%	-%	-%	3%	38%	3%	38%	-%	22%	-%
Don't Know (DO NOT READ OUT)	3	*	-	-	*	-	3	*	3	*	-	3	*
	10%	2%	-%	-%	6%	-%	19%	1%	19%	1%	-%	10%	12%
NET: High	15	9	4	1	1	*	4	11	4	11	-	15	-
	55%	93%	100%	45%	40%	3%	32%	77%	33%	76%	-%	59%	-%
NET: Low	3	-	-	-	2	1	3	-	3	-	-	3	-
	12%	-%	-%	-%	53%	24%	24%	-%	23%	-%	-%	12%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	26	6	5	14	17	11	17	22	8	16	13	21	-	4	20	24	6
Weighted total	27	8	4	13	13	7	13	23	6	19	11	21	-	3	19	25	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	-	2	1	1	1	1	3	-	3	1	3	-	-	3	3	1
	12%	-%	40%	11%	11%	20%	11%	14%	-%	17%	13%	15%	-%	-%	16%	12%	24%
Neither low nor high	6	1	-	5	2	2	2	6	1	6	2	6	-	-	6	6	3
	23%	18%	-%	36%	16%	28%	16%	28%	15%	33%	19%	29%	-%	-%	33%	24%	46%
Quite high	9	*	2	6	5	4	5	8	4	4	4	6	-	3	4	9	2
	34%	1%	50%	42%	41%	49%	41%	34%	75%	22%	33%	30%	-%	82%	22%	37%	27%
Very high	6	4	*	1	2	-	2	5	*	5	4	5	-	*	5	4	-
	21%	49%	10%	9%	13%	-%	13%	23%	7%	28%	33%	25%	-%	13%	27%	16%	-%
Don't Know (DO NOT READ OUT)	3	3	-	*	3	*	3	*	*	-	*	*	-	*	*	3	*
	10%	31%	-%	2%	19%	3%	19%	2%	3%	-%	2%	1%	-%	6%	2%	11%	3%
NET: High	15	4	3	7	7	4	7	13	5	9	7	12	-	3	9	13	2
	55%	50%	60%	51%	54%	49%	54%	57%	82%	50%	66%	55%	-%	94%	49%	53%	27%
NET: Low	3	-	2	1	1	1	1	3	-	3	1	3	-	-	3	3	1
	12%	-%	40%	11%	11%	20%	11%	14%	-%	17%	13%	15%	-%	-%	16%	12%	24%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	26	19	12	1	1	20	26	23	26	25	26	-	17	25	10	10	14	1
Weighted total	27	19	10	2	1	20	27	23	27	25	27	-	14	25	9	13	13	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	3	-	2	1	-	3	3	3	3	3	-	3	3	1	-	3	-
	12%	17%	-%	100%	100%	-%	12%	14%	12%	13%	12%	-%	22%	13%	17%	-%	24%	-%
Neither low nor high	6	3	4	-	-	5	6	6	6	6	6	-	3	6	3	5	2	-
	23%	17%	39%	-%	-%	25%	23%	27%	23%	25%	23%	-%	19%	25%	32%	34%	13%	-%
Quite high	9	6	5	-	-	6	9	9	9	9	9	-	5	7	2	5	4	*
	34%	31%	47%	-%	-%	33%	34%	41%	34%	38%	34%	-%	36%	28%	19%	39%	28%	100%
Very high	6	4	1	-	-	6	6	4	6	6	6	-	3	6	2	4	2	-
	21%	22%	12%	-%	-%	29%	21%	18%	21%	23%	21%	-%	20%	23%	28%	27%	16%	-%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	3	3	*	3	*	3	-	*	3	*	-	3	-
	10%	14%	2%	-%	-%	13%	10%	1%	10%	2%	10%	-%	3%	11%	5%	-%	20%	-%
NET: High	15	10	6	-	-	12	15	13	15	15	15	-	8	13	4	9	6	*
	55%	52%	59%	-%	-%	62%	55%	58%	55%	60%	55%	-%	56%	51%	47%	66%	44%	100%
NET: Low	3	3	-	2	1	-	3	3	3	3	3	-	3	3	1	-	3	-
	12%	17%	-%	100%	100%	-%	12%	14%	12%	13%	12%	-%	22%	13%	17%	-%	24%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**26**	8	3	15	15	11	26	-	15	1	8	16	6	20
Weighted total	**27**	10	4	13	16	11	27	-	16	*	9	16	8	20
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**3**	2	1	-	2	1	3	-	-	-	3	-	2	1
	12%	*16%*	*37%*	*-%*	*10%*	*14%*	*12%*	*-%*	*-%*	*-%*	*35%*	*-%*	*22%*	*8%*
Neither low nor high	**6**	2	-	4	4	2	6	-	3	*	*	4	2	4
	23%	*18%*	*-%*	*34%*	*27%*	*18%*	*23%*	*-%*	*19%*	*100%*	*5%*	*26%*	*25%*	*22%*
Quite high	**9**	4	3	2	5	4	9	-	6	-	5	4	1	8
	34%	*43%*	*63%*	*18%*	*30%*	*40%*	*34%*	*-%*	*39%*	*-%*	*60%*	*24%*	*19%*	*40%*
Very high	**6**	2	-	3	5	*	6	-	4	-	-	6	2	3
	21%	*23%*	*-%*	*26%*	*32%*	*4%*	*21%*	*-%*	*27%*	*-%*	*-%*	*34%*	*31%*	*17%*
Don't Know (DO NOT READ OUT)	**3**	-	-	3	*	3	3	-	2	-	-	3	*	3
	10%	*-%*	*-%*	*21%*	*1%*	*24%*	*10%*	*-%*	*15%*	*-%*	*-%*	*16%*	*3%*	*13%*
NET: High	**15**	7	3	6	10	5	15	-	11	-	5	10	4	11
	55%	*66%*	*63%*	*44%*	*62%*	*44%*	*55%*	*-%*	*66%*	*-%*	*60%*	*58%*	*51%*	*57%*
NET: Low	**3**	2	1	-	2	1	3	-	-	-	3	-	2	1
	12%	*16%*	*37%*	*-%*	*10%*	*14%*	*12%*	*-%*	*-%*	*-%*	*35%*	*-%*	*22%*	*8%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by QV4b Other (1st) in the last 12 months (QOP494. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (1st) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	26	23	1	1	1	9	4	3	8
Weighted total	27	23	2	1	1	6	4	5	9
Very low	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	3	-	-	-	2	-	-	1
	12%	14%	-%	-%	-%	26%	-%	-%	17%
Neither low nor high	6	6	-	-	1	*	-	2	2
	23%	26%	-%	-%	100%	7%	-%	46%	25%
Quite high	9	8	-	1	-	2	*	3	3
	34%	34%	-%	100%	-%	36%	4%	54%	32%
Very high	6	3	2	-	-	2	2	-	2
	21%	15%	100%	-%	-%	26%	40%	-%	26%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	*	2	-	-
	10%	12%	-%	-%	-%	6%	56%	-%	-%
NET: High	15	11	2	1	-	4	2	3	5
	55%	49%	100%	100%	-%	61%	44%	54%	58%
NET: Low	3	3	-	-	-	2	-	-	1
	12%	14%	-%	-%	-%	26%	-%	-%	17%

Columns Tested: a,b - a,b,c - a,b,c

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	1	-	-	1	3	-	-	1	-	-	1	6
Weighted total	9	-	1	-	-	1	5	-	-	1	-	-	*	9
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	-	-	-	-	-	2	-	-	-	-	-	*	2
	30%	-%	-%	-%	-%	-%	48%	-%	-%	-%	-%	-%	100%	27%
Quite high	4	-	-	-	-	-	2	-	-	1	-	-	-	4
	38%	-%	-%	-%	-%	-%	48%	-%	-%	100%	-%	-%	-%	40%
Very high	3	-	1	-	-	1	*	-	-	-	-	-	-	3
	31%	-%	100%	-%	-%	100%	4%	-%	-%	-%	-%	-%	-%	33%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	-	1	-	-	1	3	-	-	1	-	-	-	6
	70%	-%	100%	-%	-%	100%	52%	-%	-%	100%	-%	-%	-%	73%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	-	-	-	5	-	1	6	1	-	-	1	4	3
Weighted total	9	-	-	-	-	5	-	2	9	*	-	-	*	5	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	-	-	-	-	3	-	-	3	-	-	-	-	2	*
	30%	-%	-%	-%	-%	51%	-%	-%	31%	-%	-%	-%	-%	45%	11%
Quite high	4	-	-	-	-	1	-	2	4	-	-	-	-	-	4
	38%	-%	-%	-%	-%	22%	-%	100%	39%	-%	-%	-%	-%	-%	89%
Very high	3	-	-	-	-	1	-	-	3	*	-	-	*	3	-
	31%	-%	-%	-%	-%	26%	-%	-%	30%	100%	-%	-%	100%	55%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	-	-	-	-	3	-	2	6	*	-	-	*	3	4
	70%	-%	-%	-%	-%	49%	-%	100%	69%	100%	-%	-%	100%	55%	89%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	3	-	1	-	2	5	-	2	5	5	-	-	1	-	-	-
Weighted total	9	3	-	2	-	2	7	-	2	7	6	-	-	1	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	*	-	-	-	*	2	-	*	2	*	-	-	-	-	-	-
	30%	14%	-%	-%	-%	23%	32%	-%	23%	32%	8%	-%	-%	-%	-%	-%	-%
Quite high	4	1	-	2	-	-	4	-	-	4	2	-	-	1	-	-	-
	38%	39%	-%	100%	-%	-%	48%	-%	-%	48%	41%	-%	-%	100%	-%	-%	-%
Very high	3	1	-	-	-	1	1	-	1	1	3	-	-	-	-	-	-
	31%	47%	-%	-%	-%	77%	20%	-%	77%	20%	51%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	-	2	-	1	5	-	1	5	5	-	-	1	-	-	-
	70%	86%	-%	100%	-%	77%	68%	-%	77%	68%	92%	-%	-%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	3	1	1	-	2	3	4	3	4	-	7	-
Weighted total	9	4	1	1	-	3	4	5	5	4	-	9	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	*	-	-	-	2	3	-	2	*	-	3	-
	30%	10%	-%	-%	-%	92%	70%	-%	47%	10%	-%	30%	-%
Quite high	4	2	-	1	-	-	1	2	1	2	-	4	-
	38%	55%	-%	100%	-%	-%	30%	45%	24%	56%	-%	38%	-%
Very high	3	1	1	-	-	*	-	3	1	1	-	3	-
	31%	35%	100%	-%	-%	8%	-%	55%	29%	34%	-%	31%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	4	1	1	-	*	1	5	3	4	-	6	-
	70%	90%	100%	100%	-%	8%	30%	100%	53%	90%	-%	70%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	1	1	4	4	2	4	7	-	5	2	7	-	-	5	7	2
Weighted total	9	2	*	5	3	1	3	9	-	8	4	9	-	-	7	9	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	-	*	2	*	-	*	3	-	3	-	3	-	-	3	3	2
	30%	-%	100%	47%	14%	-%	14%	30%	-%	37%	-%	30%	-%	-%	42%	30%	66%
Quite high	4	2	-	1	1	1	1	4	-	4	2	4	-	-	2	4	1
	38%	100%	-%	24%	39%	86%	39%	38%	-%	47%	66%	38%	-%	-%	36%	38%	34%
Very high	3	-	-	1	1	*	1	3	-	1	1	3	-	-	1	3	-
	31%	-%	-%	29%	47%	14%	47%	31%	-%	16%	34%	31%	-%	-%	22%	31%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	2	-	3	3	1	3	6	-	5	4	6	-	-	4	6	1
	70%	100%	-%	53%	86%	100%	86%	70%	-%	63%	100%	70%	-%	-%	58%	70%	34%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	6	4	-	-	7	7	7	7	7	7	-	4	7	2	5	2	-
Weighted total	9	8	5	-	-	9	9	9	9	9	9	-	4	9	4	8	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	3	2	-	-	3	3	3	3	3	3	-	-	3	-	2	*	-
	30%	35%	47%	-%	-%	30%	30%	30%	30%	30%	30%	-%	-%	30%	-%	31%	26%	-%
Quite high	4	2	1	-	-	4	4	4	4	4	4	-	1	4	4	2	1	-
	38%	29%	24%	-%	-%	38%	38%	38%	38%	38%	38%	-%	29%	38%	100%	31%	74%	-%
Very high	3	3	1	-	-	3	3	3	3	3	3	-	3	3	-	3	-	-
	31%	36%	29%	-%	-%	31%	31%	31%	31%	31%	31%	-%	71%	31%	-%	38%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	5	3	-	-	6	6	6	6	6	6	-	4	6	4	5	1	-
	70%	65%	53%	-%	-%	70%	70%	70%	70%	70%	70%	-%	100%	70%	100%	69%	74%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	3	-	4	4	3	7	-	6	-	1	6	2	5
Weighted total	9	5	-	4	6	3	9	-	8	-	1	8	4	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	-	-	3	3	-	3	-	3	-	-	3	-	3
	30%	-%	-%	66%	44%	-%	30%	-%	35%	-%	-%	35%	-%	51%
Quite high	4	4	-	-	2	1	4	-	4	-	1	2	2	1
	38%	71%	-%	-%	37%	42%	38%	-%	44%	-%	100%	29%	62%	22%
Very high	3	1	-	1	1	2	3	-	2	-	-	3	1	1
	31%	29%	-%	34%	19%	58%	31%	-%	21%	-%	-%	36%	38%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	5	-	1	4	3	6	-	5	-	1	5	4	3
	70%	100%	-%	34%	56%	100%	70%	-%	65%	-%	100%	65%	100%	49%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by QV4b Other (2nd) in the last 12 months (QOP495. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate QV4b Other (2nd) on each of the following aspects:)

Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month		
	TOTAL	Satisfied	Dissatisfied	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c
Unweighted total	7	5	1	2	1	2	2
Weighted total	9	5	2	1	1	3	4
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	3	-	-	-	3	-
	30%	51%	-%	-%	-%	100%	-%
Quite high	4	1	2	1	-	-	2
	38%	22%	100%	86%	-%	-%	62%
Very high	3	1	-	*	1	-	1
	31%	26%	-%	14%	100%	-%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	2	1	1	-	4
	70%	49%	100%	100%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QOP4. SUMMARY. QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [QV5C] on each of the following aspects:
The price of the postal services provided by [QV5C] in the last 12 months
Base: All Respondents who use more than one mail service provider

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	DX	Pitney Bowes	TNT Express	TNT Post UK	QV4a Other (1st)	QV4a Other (3rd)	QV4b Other (1st)	QV4b Other (2nd)
Significance Level: 95%	a	***b**	***c**	d	***e**	f	g	***h**	***i**	***j**	***k**	***l**	***m**	***n**	***o**	***p**
Unweighted total	35	25	11	35	13	55	32	27	15	4	7	2	6	1	26	7
Weighted total	38	17	12	32	11	48	45	26	11	3	6	2	6	*	27	9
Very low	3	-	1	2	-	2	4	-	-	-	-	-	-	-	-	-
	7%	*-%*	*13%*	*7%*	*-%*	*3%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	3	1	-	2	*	5	-	4	*	-	*	-	-	-	3	-
	7%	*3%*	*-%*	*7%*	*2%*	*9%*	*-%*	*14%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*12%*	*-%*
Neither low nor high	13	9	2	5	4	15	4	9	2	2	3	2	-	-	6	3
	33%	*51%*	*14%*	*17%*	*36%*	*30%*	*10%*	*35%*	*19%*	*83%*	*44%*	*90%*	*-%*	*-%*	*23%*	*30%*
	g					g										
Quite high	12	4	7	13	3	15	18	6	1	*	3	*	3	-	9	4
	31%	*24%*	*58%*	*40%*	*27%*	*32%*	*41%*	*22%*	*10%*	*7%*	*53%*	*10%*	*49%*	*-%*	*34%*	*38%*
Very high	6	3	2	8	4	12	18	8	5	*	-	-	-	-	6	3
	16%	*20%*	*14%*	*26%*	*35%*	*24%*	*40%*	*29%*	*46%*	*10%*	*-%*	*-%*	*-%*	*-%*	*21%*	*31%*
							a									
Don't Know (DO NOT READ OUT)	3	*	*	1	-	*	-	-	2	-	-	-	3	*	3	-
	7%	*2%*	*2%*	*2%*	*-%*	*1%*	*-%*	*-%*	*23%*	*-%*	*-%*	*-%*	*51%*	*100%*	*10%*	*-%*
NET: High	18	7	8	21	7	27	36	13	6	*	3	*	3	-	15	6
	47%	*44%*	*72%*	*66%*	*62%*	*56%*	*80%*	*51%*	*56%*	*17%*	*53%*	*10%*	*49%*	*-%*	*55%*	*70%*
							af									
NET: Low	5	1	1	5	*	6	4	4	*	-	*	-	-	-	3	-
	14%	*3%*	*13%*	*15%*	*2%*	*13%*	*10%*	*14%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*12%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p

Ofcom; Business Postal Tracker

Table 181

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	2	2	2	3	7	4	1	6	3	2	2	28
Weighted total	38	2	3	5	1	2	12	7	*	4	1	*	1	37
Very dissatisfied	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	1%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	2	-	-	-	-	-	-	1	-	-	1	3
	9%	-%	53%	-%	-%	-%	-%	-%	-%	32%	-%	-%	100%	8%
Fairly satisfied	21	2	-	2	-	2	7	5	-	3	*	*	-	20
	55%	100%	-%	50%	-%	100%	58%	68%	-%	62%	44%	100%	-%	56%
Very satisfied	11	-	1	-	1	-	5	2	-	*	1	-	-	11
	29%	-%	47%	-%	100%	-%	42%	32%	-%	5%	56%	-%	-%	29%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	6%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
NET: Satisfied	32	2	1	2	1	2	12	7	-	3	1	*	-	31
	84%	100%	47%	50%	100%	100%	100%	100%	-%	68%	100%	100%	-%	85%
NET: Dissatisfied	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	**35**	1	10	-	1	7	-	15	21	7	3	4	14	14	21
Weighted total	**38**	1	8	-	1	8	-	20	36	1	1	1	2	17	21
Very dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	1%	-%	*3%*	-%	-%	-%	-%	-%	-%	*20%*	-%	-%	*9%*	*1%*	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	**4**	-	*	-	-	2	-	2	3	*	*	-	*	3	1
	9%	-%	*4%*	-%	-%	*21%*	-%	*8%*	*9%*	*11%*	*33%*	-%	*12%*	*17%*	*4%*
Fairly satisfied	**21**	-	4	-	-	4	-	13	20	*	*	*	1	7	14
	55%	-%	*57%*	-%	-%	*47%*	-%	*65%*	*56%*	*39%*	*33%*	*49%*	*41%*	*40%*	*66%*
Very satisfied	**11**	1	3	-	1	3	-	3	10	*	*	*	1	5	6
	29%	*100%*	*36%*	-%	*100%*	*32%*	-%	*15%*	*29%*	*30%*	*33%*	*51%*	*38%*	*28%*	*30%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	6%	-%	-%	-%	-%	-%	-%	*12%*	*7%*	-%	-%	-%	-%	*14%*	-%
NET: Satisfied	**32**	1	7	-	1	6	-	16	30	1	*	1	2	12	20
	84%	*100%*	*94%*	-%	*100%*	*79%*	-%	*80%*	*84%*	*68%*	*67%*	*100%*	*79%*	*69%*	*96%*
NET: Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	1%	-%	*3%*	-%	-%	-%	-%	-%	-%	*20%*	-%	-%	*9%*	*1%*	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**35**	10	2	10	4	19	16	3	16	16	12	9	5	5	1	3	-
Weighted total	**38**	16	2	14	1	27	12	4	23	12	20	8	4	5	*	1	-
Very dissatisfied	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	1	2	-	*	3	1	-	3	1	3	-	*	*	*	-	-
	9%	*7%*	*100%*	*-%*	*45%*	*11%*	*6%*	*-%*	*13%*	*6%*	*14%*	*-%*	*3%*	*3%*	*100%*	*-%*	*-%*
Fairly satisfied	**21**	9	-	7	*	18	3	4	14	3	12	5	4	*	-	*	-
	55%	*54%*	*-%*	*54%*	*28%*	*67%*	*27%*	*100%*	*61%*	*27%*	*59%*	*63%*	*92%*	*2%*	*-%*	*38%*	*-%*
Very satisfied	**11**	6	-	4	*	6	5	-	6	5	5	3	-	3	-	*	-
	29%	*39%*	*-%*	*28%*	*28%*	*22%*	*45%*	*-%*	*26%*	*45%*	*26%*	*37%*	*-%*	*50%*	*-%*	*62%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	6%	*-%*	*-%*	*17%*	*-%*	*-%*	*20%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*	*45%*	*-%*	*-%*	*-%*
NET: Satisfied	**32**	15	-	11	*	24	8	4	20	8	17	8	4	3	-	1	-
	84%	*93%*	*-%*	*82%*	*55%*	*89%*	*72%*	*100%*	*87%*	*72%*	*86%*	*100%*	*92%*	*52%*	*-%*	*100%*	*-%*
NET: Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	-	*	-	-	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	**35**	19	3	7	2	2	22	13	16	19	-	34	1
Weighted total	**38**	24	1	7	*	3	27	11	18	21	-	38	*
Very dissatisfied	*	-	-	-	*	-	-	*	-	*	-	-	*
	1%	*-%*	*-%*	*-%*	*52%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*100%*
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	3	*	*	-	*	3	*	*	3	-	4	-
	9%	*12%*	*21%*	*7%*	*-%*	*7%*	*12%*	*2%*	*3%*	*15%*	*-%*	*9%*	*-%*
Fairly satisfied	**21**	16	*	1	-	-	17	4	11	10	-	21	-
	55%	*64%*	*79%*	*21%*	*-%*	*-%*	*64%*	*34%*	*60%*	*50%*	*-%*	*55%*	*-%*
Very satisfied	**11**	6	-	3	*	2	4	7	4	7	-	11	-
	29%	*25%*	*-%*	*37%*	*48%*	*93%*	*15%*	*62%*	*24%*	*33%*	*-%*	*29%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-	-	2	-	2	-	-	2	-
	6%	*-%*	*-%*	*35%*	*-%*	*-%*	*9%*	*-%*	*13%*	*-%*	*-%*	*6%*	*-%*
NET: Satisfied	**32**	22	*	4	*	2	21	11	15	17	-	32	-
	84%	*88%*	*79%*	*58%*	*48%*	*93%*	*79%*	*96%*	*84%*	*84%*	*-%*	*84%*	*-%*
NET: Dissatisfied	*	-	-	-	*	-	-	*	-	*	-	-	*
	1%	*-%*	*-%*	*-%*	*52%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*100%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	35	22	4	9	34	29	34	30	11	13	23	19	-	14	24	34	10
Weighted total	38	21	7	11	36	28	36	29	12	11	20	20	-	15	25	38	6
Very dissatisfied	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	1%	1%	-%	-%	1%	1%	1%	1%	-%	2%	1%	1%	-%	-%	1%	1%	3%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	3	-	*	4	2	4	4	1	2	1	2	-	2	3	4	1
	9%	15%	-%	4%	10%	9%	10%	13%	5%	17%	4%	10%	-%	11%	14%	10%	23%
Fairly satisfied	21	15	4	2	19	14	19	11	4	3	13	8	-	9	10	21	1
	55%	73%	61%	14%	52%	50%	52%	40%	33%	24%	66%	41%	-%	61%	40%	54%	12%
Very satisfied	11	2	3	6	11	9	11	11	5	4	6	7	-	4	9	11	2
	29%	11%	39%	59%	31%	32%	31%	39%	43%	36%	30%	35%	-%	28%	35%	30%	26%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	2	2	2	2	2	-	2	-	-	2	2	2
	6%	-%	-%	22%	7%	9%	7%	8%	19%	21%	-%	12%	-%	-%	10%	6%	36%
NET: Satisfied	32	18	7	8	30	23	30	23	9	7	19	15	-	14	19	32	2
	84%	84%	100%	73%	83%	82%	83%	79%	75%	60%	95%	77%	-%	89%	75%	84%	37%
NET: Dissatisfied	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	*
	1%	1%	-%	-%	1%	1%	1%	1%	-%	2%	1%	1%	-%	-%	1%	1%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	35	27	23	2	-	32	35	33	35	33	35	-	25	32	15	8	26	1
Weighted total	38	32	24	*	-	38	38	37	38	37	38	-	27	36	11	12	26	1
Very dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	1%	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	*2%*	*2%*	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	3	2	-	-	4	4	4	4	4	4	-	3	4	2	1	3	-
	9%	*10%*	*8%*	-%	-%	*10%*	*9%*	*10%*	*9%*	*10%*	*9%*	-%	*11%*	*10%*	*19%*	*6%*	*12%*	-%
Fairly satisfied	21	18	13	*	-	21	21	21	21	21	21	-	16	21	8	8	11	1
	55%	*55%*	*53%*	*37%*	-%	*55%*	*55%*	*57%*	*55%*	*56%*	*55%*	-%	*58%*	*59%*	*75%*	*72%*	*45%*	*100%*
Very satisfied	11	9	7	*	-	11	11	10	11	10	11	-	6	9	*	2	9	-
	29%	*27%*	*29%*	*63%*	-%	*29%*	*29%*	*26%*	*29%*	*27%*	*29%*	-%	*21%*	*24%*	*4%*	*21%*	*34%*	-%
Don't Know (DO NOT READ OUT)	2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	6%	*7%*	*10%*	-%	-%	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	-%	*9%*	*7%*	-%	-%	*9%*	-%
NET: Satisfied	32	27	20	*	-	32	32	31	32	30	32	-	22	29	8	11	20	1
	84%	*83%*	*82%*	*100%*	-%	*84%*	*84%*	*83%*	*84%*	*83%*	*84%*	-%	*79%*	*83%*	*80%*	*93%*	*79%*	*100%*
NET: Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	1%	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	*2%*	*2%*	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	**35**	13	2	19	25	10	34	1	23	5	14	20	5	30
Weighted total	**38**	15	*	21	26	12	38	*	24	6	19	19	6	33
Very dissatisfied	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	2	-	2	4	-	4	-	*	-	3	*	*	3
	9%	*12%*	*-%*	*9%*	*14%*	*-%*	*9%*	*-%*	*1%*	*-%*	*18%*	*1%*	*8%*	*10%*
Fairly satisfied	**21**	13	*	8	17	4	21	-	15	1	8	13	2	19
	55%	*85%*	*63%*	*39%*	*66%*	*30%*	*55%*	*-%*	*63%*	*22%*	*44%*	*66%*	*42%*	*57%*
Very satisfied	**11**	*	*	9	3	9	11	*	9	2	5	6	*	11
	29%	*1%*	*37%*	*41%*	*10%*	*70%*	*29%*	*100%*	*36%*	*40%*	*26%*	*33%*	*3%*	*34%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	2	-	2	-	-	2	2	-	2	-
	6%	*-%*	*-%*	*11%*	*9%*	*-%*	*6%*	*-%*	*-%*	*38%*	*13%*	*-%*	*42%*	*-%*
NET: Satisfied	**32**	13	*	17	20	12	32	*	24	4	13	19	3	30
	84%	*87%*	*100%*	*80%*	*76%*	*100%*	*84%*	*100%*	*99%*	*62%*	*70%*	*99%*	*46%*	*90%*
NET: Dissatisfied	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	35	27	1	5	8	5	4	1	3	2	4	3
Weighted total	38	30	2	5	10	4	1	2	4	4	5	4
Very dissatisfied	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	*21%*	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	3	-	*	1	-	-	2	1	-	-	-
	9%	*11%*	-%	*2%*	*7%*	-%	-%	*100%*	*33%*	-%	-%	-%
Fairly satisfied	21	16	2	3	7	3	*	-	2	-	3	4
	55%	*52%*	*100%*	*50%*	*67%*	*62%*	*33%*	-%	*67%*	-%	*55%*	*94%*
Very satisfied	11	11	-	3	3	2	*	-	-	1	2	*
	29%	*37%*	-%	*48%*	*26%*	*38%*	*46%*	-%	-%	*38%*	*45%*	*6%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	*62%*	-%	-%
NET: Satisfied	32	27	2	5	9	4	1	-	2	1	5	4
	84%	*89%*	*100%*	*98%*	*93%*	*100%*	*79%*	-%	*67%*	*38%*	*100%*	*100%*
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	*21%*	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 182

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	25	2	2	-	3	2	2	3	4	1	-	2	4	19
Weighted total	17	2	*	-	2	1	3	5	1	1	-	1	1	15
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	-	-	-	*	-	-	-	-	-	-	*	*
	4%	-%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	41%	1%
Neither satisfied nor dissatisfied	3	-	-	-	*	-	-	2	*	-	-	-	*	3
	18%	-%	-%	-%	11%	-%	-%	45%	46%	-%	-%	-%	9%	19%
Fairly satisfied	7	2	*	-	1	1	*	*	*	1	-	*	*	6
	42%	89%	100%	-%	77%	84%	7%	3%	27%	100%	-%	80%	41%	41%
Very satisfied	6	*	-	-	*	-	3	3	*	-	-	*	*	6
	36%	11%	-%	-%	11%	-%	93%	51%	27%	-%	-%	20%	9%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	2	*	-	1	1	3	3	*	1	-	1	1	12
	78%	100%	100%	-%	89%	84%	100%	55%	54%	100%	-%	100%	50%	80%
NET: Dissatisfied	1	-	-	-	-	*	-	-	-	-	-	-	*	*
	4%	-%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	41%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	1	9	-	2	4	1	7	10	9	4	2	15	15	10
Weighted total	17	1	2	-	3	5	1	3	14	2	1	*	3	8	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	*	-	-	-	-	*	*	*	-	-	*	-	1
	4%	-%	23%	-%	-%	-%	-%	6%	3%	14%	-%	-%	9%	-%	8%
Neither satisfied nor dissatisfied	3	-	*	-	-	*	-	3	2	*	*	-	1	1	3
	18%	-%	5%	-%	-%	4%	-%	79%	17%	18%	55%	-%	24%	6%	29%
Fairly satisfied	7	1	1	-	*	2	1	*	6	1	-	*	1	5	2
	42%	100%	48%	-%	7%	37%	100%	5%	43%	36%	-%	100%	36%	59%	25%
Very satisfied	6	-	*	-	3	3	-	*	5	1	*	-	1	3	3
	36%	-%	24%	-%	93%	59%	-%	9%	37%	32%	45%	-%	31%	35%	37%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	1	1	-	3	4	1	*	12	1	*	*	2	8	5
	78%	100%	71%	-%	100%	96%	100%	14%	80%	68%	45%	100%	67%	94%	62%
NET: Dissatisfied	1	-	*	-	-	-	-	*	*	*	-	-	*	-	1
	4%	-%	23%	-%	-%	-%	-%	6%	3%	14%	-%	-%	9%	-%	8%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	5	1	6	6	9	16	1	8	16	8	3	6	1	4	2	-
Weighted total	17	8	*	2	1	6	11	1	5	11	12	1	2	*	1	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	-	*	-	*	*	-	*	*	-	*	*	-	-	-	-
	4%	-%	-%	30%	-%	4%	4%	-%	5%	4%	-%	57%	11%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	-	*	*	*	3	-	*	3	2	*	*	*	-	*	-
	18%	-%	-%	21%	30%	3%	26%	-%	3%	26%	19%	20%	6%	100%	-%	50%	-%
Fairly satisfied	7	3	*	1	*	6	1	1	4	1	5	*	1	-	1	-	-
	42%	35%	100%	42%	18%	92%	13%	100%	90%	13%	38%	22%	72%	-%	80%	-%	-%
Very satisfied	6	5	-	*	*	*	6	-	*	6	5	-	*	-	*	*	-
	36%	65%	-%	7%	52%	2%	56%	-%	2%	56%	43%	-%	11%	-%	20%	50%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	8	*	1	1	6	8	1	5	8	10	*	2	-	1	*	-
	78%	100%	100%	49%	70%	94%	69%	100%	92%	69%	81%	22%	83%	-%	100%	50%	-%
NET: Dissatisfied	1	-	-	*	-	*	*	-	*	*	-	*	*	-	-	-	-
	4%	-%	-%	30%	-%	4%	4%	-%	5%	4%	-%	57%	11%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	25	11	8	4	2	-	17	8	12	13	-	22	3
Weighted total	17	9	7	1	*	-	11	6	7	10	-	16	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	*	-	*	-	-	*	*	*	*	-	*	*
	4%	2%	-%	55%	-%	-%	2%	7%	3%	5%	-%	1%	54%
Neither satisfied nor dissatisfied	3	*	3	-	-	-	*	3	*	3	-	3	-
	18%	2%	43%	-%	-%	-%	3%	42%	5%	27%	-%	19%	-%
Fairly satisfied	7	6	1	*	*	-	7	*	4	4	-	7	*
	42%	62%	16%	20%	50%	-%	64%	6%	48%	37%	-%	43%	23%
Very satisfied	6	3	3	*	*	-	3	3	3	3	-	6	*
	36%	34%	41%	25%	50%	-%	31%	45%	44%	31%	-%	37%	23%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	9	4	*	*	-	10	3	7	7	-	13	*
	78%	96%	57%	45%	100%	-%	95%	51%	92%	68%	-%	80%	46%
NET: Dissatisfied	1	*	-	*	-	-	*	*	*	*	-	*	*
	4%	2%	-%	55%	-%	-%	2%	7%	3%	5%	-%	1%	54%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	25	12	6	7	22	17	22	18	9	13	19	19	-	6	14	23	8
Weighted total	17	6	5	6	11	5	11	10	6	7	13	13	-	4	9	14	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	*	-	*	1	*	1	*	*	*	-	1	-	-	*	1	*
	4%	7%	-%	4%	6%	9%	6%	5%	4%	7%	-%	5%	-%	-%	5%	5%	29%
Neither satisfied nor dissatisfied	3	*	3	*	3	1	3	3	*	*	3	3	-	-	3	3	*
	18%	4%	57%	3%	26%	11%	26%	30%	3%	6%	23%	24%	-%	-%	34%	21%	18%
Fairly satisfied	7	2	2	3	7	4	7	3	5	3	7	3	-	4	2	7	1
	42%	38%	41%	46%	62%	69%	62%	29%	89%	44%	53%	24%	-%	95%	23%	49%	33%
Very satisfied	6	3	*	3	1	1	1	3	*	3	3	6	-	*	3	3	*
	36%	50%	2%	47%	5%	11%	5%	36%	5%	43%	24%	47%	-%	5%	38%	25%	19%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	6	2	6	8	4	8	6	6	6	10	9	-	4	5	10	1
	78%	88%	43%	94%	67%	80%	67%	66%	94%	87%	77%	71%	-%	100%	61%	74%	53%
NET: Dissatisfied	1	*	-	*	1	*	1	*	*	*	-	1	-	-	*	1	*
	4%	7%	-%	4%	6%	9%	6%	5%	4%	7%	-%	5%	-%	-%	5%	5%	29%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	25	15	17	2	-	19	24	22	24	20	24	-	17	24	10	8	13	4
Weighted total	17	7	13	*	-	16	14	13	14	13	17	-	10	14	2	8	7	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	1	1	*	*	*	-
	4%	3%	2%	-%	-%	1%	5%	5%	5%	6%	4%	-%	7%	5%	21%	6%	3%	-%
Neither satisfied nor dissatisfied	3	1	3	*	-	3	3	3	3	3	3	-	*	3	*	3	*	*
	18%	9%	21%	51%	-%	17%	21%	23%	21%	21%	18%	-%	3%	21%	13%	35%	1%	9%
Fairly satisfied	7	3	7	*	-	7	7	6	7	6	7	-	6	7	1	2	4	2
	42%	42%	53%	49%	-%	43%	50%	46%	50%	45%	41%	-%	56%	50%	45%	24%	49%	86%
Very satisfied	6	3	3	-	-	6	3	3	3	3	6	-	3	3	*	3	3	*
	36%	47%	24%	-%	-%	38%	24%	25%	24%	28%	37%	-%	34%	24%	21%	35%	46%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	6	10	*	-	13	11	9	11	9	13	-	9	11	2	5	7	2
	78%	88%	77%	49%	-%	81%	74%	71%	74%	73%	78%	-%	90%	74%	67%	59%	95%	91%
NET: Dissatisfied	1	*	*	-	-	*	1	1	1	1	1	-	1	1	*	*	*	-
	4%	3%	2%	-%	-%	1%	5%	5%	5%	6%	4%	-%	7%	5%	21%	6%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	9	3	13	20	5	25	-	16	-	6	16	8	17
Weighted total	17	12	1	5	13	4	17	-	15	-	3	13	4	13
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	*	*	1	-	1	-	*	-	*	-	-	1
	4%	-%	57%	5%	6%	-%	4%	-%	1%	-%	6%	-%	-%	5%
Neither satisfied nor dissatisfied	3	2	*	*	3	-	3	-	3	-	3	*	3	*
	18%	21%	21%	10%	24%	-%	18%	-%	18%	-%	75%	4%	76%	2%
Fairly satisfied	7	4	*	3	6	1	7	-	6	-	*	6	*	7
	42%	32%	22%	71%	46%	31%	42%	-%	41%	-%	13%	51%	10%	50%
Very satisfied	6	5	-	1	3	3	6	-	6	-	*	6	*	6
	36%	48%	-%	15%	25%	69%	36%	-%	40%	-%	6%	45%	13%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	9	*	4	9	4	13	-	12	-	1	12	1	12
	78%	79%	22%	86%	70%	100%	78%	-%	80%	-%	19%	96%	24%	93%
NET: Dissatisfied	1	-	*	*	1	-	1	-	*	-	*	-	-	1
	4%	-%	57%	5%	6%	-%	4%	-%	1%	-%	6%	-%	-%	5%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	25	20	-	6	5	3	1	4	6
Weighted total	17	14	-	5	1	1	*	7	3
Very dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	1	-	-	*	-	-	-	*
	4%	5%	-%	-%	43%	-%	-%	-%	6%
Neither satisfied nor dissatisfied	3	3	-	3	*	-	-	-	-
	18%	19%	-%	62%	16%	-%	-%	-%	-%
Fairly satisfied	7	4	-	2	*	1	*	1	3
	42%	32%	-%	36%	31%	79%	100%	18%	88%
Very satisfied	6	6	-	*	*	*	-	6	*
	36%	44%	-%	2%	10%	21%	-%	82%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	11	-	2	*	1	*	7	3
	78%	76%	-%	38%	41%	100%	100%	100%	94%
NET: Dissatisfied	1	1	-	-	*	-	-	-	*
	4%	5%	-%	-%	43%	-%	-%	-%	6%
Columns Tested: a,b - a,b,c - a,b,c									

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	3	-	-	1	2	1	1	2	-	-	1	10
Weighted total	12	-	5	-	-	1	3	*	2	*	-	-	*	11
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	1	-	-	1	*	-	-	-	-	-	-	3
	26%	-%	31%	-%	-%	100%	13%	-%	-%	-%	-%	-%	-%	27%
Fairly satisfied	7	-	2	-	-	-	2	*	2	*	-	-	*	6
	58%	-%	35%	-%	-%	-%	87%	100%	100%	50%	-%	-%	100%	56%
Very satisfied	2	-	2	-	-	-	-	-	-	*	-	-	-	2
	16%	-%	35%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%	17%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	-	3	-	-	-	2	*	2	*	-	-	*	8
	74%	-%	69%	-%	-%	-%	87%	100%	100%	100%	-%	-%	100%	73%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	-	5	-	-	5	-	1	7	3	-	1	4	4	7
Weighted total	12	-	2	-	-	8	-	1	10	1	-	*	1	5	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	2	-	-	-	-	1	3	*	-	-	*	3	*
	26%	-%	63%	-%	-%	-%	-%	100%	26%	38%	-%	-%	31%	51%	6%
Fairly satisfied	7	-	1	-	-	6	-	-	6	*	-	*	1	3	4
	58%	-%	28%	-%	-%	79%	-%	-%	59%	38%	-%	100%	50%	49%	65%
Very satisfied	2	-	*	-	-	2	-	-	2	*	-	-	*	-	2
	16%	-%	9%	-%	-%	21%	-%	-%	16%	24%	-%	-%	19%	-%	29%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	-	1	-	-	8	-	-	8	1	-	*	1	3	6
	74%	-%	37%	-%	-%	100%	-%	-%	74%	62%	-%	100%	69%	49%	94%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	3	-	2	1	4	7	-	4	7	5	1	1	-	1	1	-
Weighted total	12	4	-	1	*	5	7	-	5	7	6	*	2	-	*	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	-	-	-	2	1	-	2	1	3	-	-	-	-	-	-
	26%	62%	-%	-%	-%	32%	22%	-%	32%	22%	48%	-%	-%	-%	-%	-%	-%
Fairly satisfied	7	2	-	1	*	2	5	-	2	5	3	*	-	-	*	-	-
	58%	38%	-%	100%	100%	34%	75%	-%	34%	75%	52%	100%	-%	-%	100%	-%	-%
Very satisfied	2	-	-	-	-	2	*	-	2	*	-	-	2	-	-	*	-
	16%	-%	-%	-%	-%	34%	3%	-%	34%	3%	-%	-%	100%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	-	1	*	3	5	-	3	5	3	*	2	-	*	*	-
	74%	38%	-%	100%	100%	68%	78%	-%	68%	78%	52%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	11	6	-	1	2	2	5	6	5	6	-	10	1
Weighted total	12	7	-	*	2	3	6	6	6	6	-	11	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	-	-	-	-	1	2	1	2	-	3	-
	26%	46%	-%	-%	-%	-%	21%	31%	21%	31%	-%	27%	-%
Fairly satisfied	7	2	-	*	2	3	3	4	3	4	-	6	*
	58%	25%	-%	100%	100%	100%	46%	69%	46%	69%	-%	56%	100%
Very satisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
	16%	28%	-%	-%	-%	-%	33%	-%	33%	-%	-%	17%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	4	-	*	2	3	4	4	4	4	-	8	*
	74%	54%	-%	100%	100%	100%	79%	69%	79%	69%	-%	73%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**11**	3	3	5	7	7	8	11	3	8	5	10	1	-	9	9	4
Weighted total	**12**	1	3	7	7	7	9	12	2	10	4	11	*	-	11	11	5
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**3**	*	1	1	3	1	3	3	-	3	2	3	-	-	3	3	-
	26%	*34%*	*44%*	*17%*	*39%*	*17%*	*31%*	*26%*	*-%*	*32%*	*47%*	*27%*	*-%*	*-%*	*24%*	*25%*	*-%*
Fairly satisfied	**7**	*	*	6	2	4	4	7	*	5	*	7	-	-	7	6	5
	58%	*45%*	*7%*	*83%*	*34%*	*56%*	*47%*	*58%*	*11%*	*51%*	*6%*	*59%*	*-%*	*-%*	*61%*	*58%*	*100%*
Very satisfied	**2**	*	2	-	2	2	2	2	2	2	2	2	*	-	2	2	-
	16%	*21%*	*49%*	*-%*	*27%*	*26%*	*22%*	*16%*	*89%*	*17%*	*48%*	*14%*	*100%*	*-%*	*15%*	*17%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**9**	1	2	6	4	6	6	9	2	6	2	8	*	-	8	8	5
	74%	*66%*	*56%*	*83%*	*61%*	*83%*	*69%*	*74%*	*100%*	*68%*	*53%*	*73%*	*100%*	*-%*	*76%*	*75%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	6	1	-	9	11	11	11	11	11	-	9	11	6	6	5	-
Weighted total	12	10	7	*	-	11	12	12	12	12	12	-	8	12	3	7	5	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	3	-	-	3	3	3	3	3	3	-	3	3	2	1	2	-
	26%	26%	38%	-%	-%	28%	26%	26%	26%	26%	26%	-%	40%	26%	59%	23%	31%	-%
Fairly satisfied	7	6	4	*	-	6	7	7	7	7	7	-	3	7	1	5	2	-
	58%	58%	59%	100%	-%	55%	58%	58%	58%	58%	58%	-%	35%	58%	34%	74%	37%	-%
Very satisfied	2	2	*	-	-	2	2	2	2	2	2	-	2	2	*	*	2	-
	16%	16%	3%	-%	-%	17%	16%	16%	16%	16%	16%	-%	25%	16%	7%	3%	32%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	8	4	*	-	8	9	9	9	9	9	-	5	9	1	5	4	-
	74%	74%	62%	100%	-%	72%	74%	74%	74%	74%	74%	-%	60%	74%	41%	77%	69%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	3	2	5	8	3	11	-	8	-	1	9	2	9
Weighted total	12	2	2	6	10	2	12	-	8	-	1	10	1	11
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	-	3	3	-	3	-	*	-	1	2	*	3
	26%	-%	-%	54%	32%	-%	26%	-%	4%	-%	100%	18%	62%	24%
Fairly satisfied	7	2	*	3	6	*	7	-	6	-	-	6	*	6
	58%	90%	22%	46%	68%	11%	58%	-%	74%	-%	-%	63%	38%	59%
Very satisfied	2	*	2	-	-	2	2	-	2	-	-	2	-	2
	16%	10%	78%	-%	-%	89%	16%	-%	22%	-%	-%	19%	-%	17%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	2	3	6	2	9	-	8	-	-	8	*	8
	74%	100%	100%	46%	68%	100%	74%	-%	96%	-%	-%	82%	38%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month			Month		
	TOTAL	Satisfied	Dissatisfied	Feb	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c	*a	*b	*c
Unweighted total	11	10	-	1	1	4	1	1	2	1
Weighted total	12	11	-	*	2	5	*	*	4	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	-	-	-	1	-	*	1	-
	26%	24%	-%	-%	-%	26%	-%	100%	38%	-%
Fairly satisfied	7	7	-	*	2	2	*	-	2	*
	58%	60%	-%	100%	100%	35%	100%	-%	62%	100%
Very satisfied	2	2	-	-	-	2	-	-	-	-
	16%	17%	-%	-%	-%	40%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	9	-	*	2	4	*	-	2	*
	74%	76%	-%	100%	100%	74%	100%	-%	62%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 184

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	3	2	3	1	5	1	2	4	5	5	3	22
Weighted total	32	2	2	3	4	*	10	2	2	3	2	2	1	27
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	-	-	-	-	2	-	-	1	-	*	-	4
	12%	-%	-%	-%	-%	-%	25%	-%	-%	49%	-%	13%	-%	14%
Fairly satisfied	10	-	2	-	1	-	5	-	-	*	1	*	1	8
	32%	-%	83%	-%	33%	-%	49%	-%	-%	8%	39%	29%	69%	29%
Very satisfied	18	2	*	3	2	*	3	2	2	1	1	1	*	15
	56%	100%	17%	100%	67%	100%	27%	100%	100%	44%	61%	58%	31%	57%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	2	2	3	4	*	7	2	2	1	2	1	1	23
	88%	100%	100%	100%	100%	100%	75%	100%	100%	51%	100%	87%	100%	86%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	35	-	10	-	1	19	-	4	25	4	2	4	10	13	22
Weighted total	32	-	9	-	*	19	-	4	30	1	*	1	2	13	19
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	3	-	-	1	-	-	4	*	*	-	*	2	2
	12%	-%	30%	-%	-%	7%	-%	-%	12%	38%	51%	-%	23%	18%	8%
Fairly satisfied	10	-	1	-	*	6	-	3	10	-	-	*	*	1	9
	32%	-%	8%	-%	100%	33%	-%	80%	33%	-%	-%	28%	13%	11%	46%
Very satisfied	18	-	6	-	-	12	-	1	17	*	*	1	1	9	9
	56%	-%	62%	-%	-%	61%	-%	20%	56%	62%	49%	72%	64%	71%	46%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	-	6	-	*	18	-	4	27	*	*	1	1	11	17
	88%	-%	70%	-%	100%	93%	-%	100%	88%	62%	49%	100%	77%	82%	92%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**35**	13	4	6	3	9	26	-	9	26	11	9	3	5	3	3	-
Weighted total	**32**	16	3	6	1	10	22	-	10	22	14	6	5	4	2	1	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	4	-	*	*	-	4	-	-	4	-	*	2	1	*	-	-
	12%	*22%*	*-%*	*2%*	*56%*	*-%*	*18%*	*-%*	*-%*	*18%*	*-%*	*2%*	*49%*	*31%*	*7%*	*-%*	*-%*
Fairly satisfied	**10**	1	*	5	*	1	9	-	1	9	5	3	-	2	*	-	-
	32%	*8%*	*13%*	*91%*	*44%*	*9%*	*42%*	*-%*	*9%*	*42%*	*35%*	*46%*	*-%*	*54%*	*14%*	*-%*	*-%*
Very satisfied	**18**	11	3	*	-	9	9	-	9	9	9	3	3	1	1	1	-
	56%	*69%*	*87%*	*7%*	*-%*	*91%*	*40%*	*-%*	*91%*	*40%*	*65%*	*52%*	*51%*	*14%*	*79%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**28**	13	3	6	*	10	18	-	10	18	14	6	3	3	1	1	-
	88%	*78%*	*100%*	*98%*	*44%*	*100%*	*82%*	*-%*	*100%*	*82%*	*100%*	*98%*	*51%*	*69%*	*93%*	*100%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	**35**	12	4	7	4	7	20	15	13	22	-	33	2
Weighted total	**32**	12	4	8	3	5	15	17	10	23	-	31	1
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	-	-	4	-	*	1	3	1	3	-	4	-
	12%	*-%*	*-%*	*44%*	*-%*	*5%*	*9%*	*16%*	*13%*	*12%*	*-%*	*13%*	*-%*
Fairly satisfied	**10**	4	3	*	*	2	4	6	1	9	-	10	*
	32%	*32%*	*88%*	*6%*	*8%*	*47%*	*30%*	*33%*	*12%*	*40%*	*-%*	*31%*	*74%*
Very satisfied	**18**	8	*	4	3	2	9	9	7	11	-	18	*
	56%	*68%*	*12%*	*50%*	*92%*	*48%*	*62%*	*51%*	*75%*	*48%*	*-%*	*57%*	*26%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**28**	12	4	5	3	5	14	14	8	20	-	27	1
	88%	*100%*	*100%*	*56%*	*100%*	*95%*	*91%*	*84%*	*87%*	*88%*	*-%*	*87%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	35	11	7	17	29	20	29	32	14	22	21	29	-	5	24	30	15
Weighted total	32	11	8	13	23	14	23	31	9	22	21	28	-	4	22	26	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	*	2	1	4	4	4	4	*	4	3	4	-	-	*	4	2
	12%	3%	28%	10%	17%	29%	17%	13%	3%	18%	13%	14%	-%	-%	1%	16%	20%
Fairly satisfied	10	5	3	3	6	4	6	9	3	7	6	9	-	1	6	8	1
	32%	41%	36%	20%	25%	26%	25%	30%	33%	30%	30%	33%	-%	23%	28%	32%	14%
Very satisfied	18	6	3	9	13	6	13	18	6	11	12	15	-	3	15	13	5
	56%	56%	35%	69%	58%	45%	58%	57%	64%	52%	57%	53%	-%	77%	71%	53%	66%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	11	6	11	19	10	19	27	9	18	18	24	-	4	21	22	7
	88%	97%	72%	90%	83%	71%	83%	87%	97%	82%	87%	86%	-%	100%	99%	84%	80%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	35	23	20	3	-	27	34	32	34	35	35	-	26	33	15	8	25	2
Weighted total	32	21	14	2	-	29	32	30	32	32	32	-	22	29	13	7	25	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	*	4	*	-	4	4	4	4	4	4	-	1	4	1	*	4	*
	12%	1%	29%	7%	-%	13%	13%	14%	13%	12%	12%	-%	7%	14%	12%	2%	15%	20%
Fairly satisfied	10	8	3	*	-	9	10	10	10	10	10	-	5	10	5	3	7	*
	32%	36%	21%	14%	-%	30%	32%	33%	32%	32%	32%	-%	22%	35%	41%	40%	28%	80%
Very satisfied	18	13	7	1	-	17	18	16	18	18	18	-	16	15	6	4	14	-
	56%	63%	51%	79%	-%	57%	55%	54%	55%	56%	56%	-%	71%	52%	47%	57%	57%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	21	10	1	-	25	28	26	28	28	28	-	20	25	11	7	21	*
	88%	99%	71%	93%	-%	87%	87%	86%	87%	88%	88%	-%	93%	86%	88%	98%	85%	80%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**35**	12	5	17	22	13	33	2	25	2	9	24	8	27
Weighted total	**32**	10	5	15	17	16	31	1	24	4	10	22	9	23
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	1	2	*	*	4	4	-	4	-	4	*	3	1
	12%	*15%*	*46%*	*1%*	*2%*	*23%*	*13%*	*-%*	*16%*	*-%*	*38%*	*1%*	*28%*	*6%*
Fairly satisfied	**10**	5	*	2	8	3	10	*	8	-	2	8	3	7
	32%	*51%*	*9%*	*16%*	*45%*	*17%*	*31%*	*72%*	*34%*	*-%*	*17%*	*37%*	*34%*	*31%*
Very satisfied	**18**	3	2	12	9	9	18	*	12	4	4	13	3	15
	56%	*34%*	*45%*	*83%*	*52%*	*60%*	*57%*	*28%*	*50%*	*100%*	*45%*	*62%*	*38%*	*63%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**28**	8	3	15	16	12	27	1	20	4	6	21	6	22
	88%	*85%*	*54%*	*99%*	*98%*	*77%*	*87%*	*100%*	*84%*	*100%*	*62%*	*99%*	*72%*	*94%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	35	30	2	5	9	4	1	1	5	1	3	6
Weighted total	32	27	5	4	7	5	*	2	3	*	4	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	1	2	-	*	2	-	-	1	-	*	*
	12%	5%	50%	-%	2%	51%	-%	-%	44%	-%	3%	1%
Fairly satisfied	10	7	2	3	*	*	-	2	1	-	1	2
	32%	28%	50%	78%	7%	10%	-%	100%	40%	-%	33%	31%
Very satisfied	18	18	-	1	7	2	*	-	*	*	2	5
	56%	67%	-%	22%	91%	39%	100%	-%	16%	100%	64%	67%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	25	2	4	7	2	*	2	2	*	4	7
	88%	95%	50%	100%	98%	49%	100%	100%	56%	100%	97%	99%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	13	1	-	-	2	1	1	1	1	1	3	1	1	8
Weighted total	11	1	-	-	1	*	2	2	*	1	1	*	*	9
Very dissatisfied	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	2%
Fairly dissatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	11%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	13%
Neither satisfied nor dissatisfied	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	13%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Fairly satisfied	4	-	-	-	*	*	2	-	-	-	1	*	*	3
	37%	-%	-%	-%	12%	100%	100%	-%	-%	-%	65%	100%	100%	29%
Very satisfied	4	-	-	-	1	-	-	2	-	-	*	-	-	4
	37%	-%	-%	-%	88%	-%	-%	100%	-%	-%	35%	-%	-%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	-	-	1	*	2	2	-	-	1	*	*	6
	74%	-%	-%	-%	100%	100%	100%	100%	-%	-%	100%	100%	100%	69%
NET: Dissatisfied	1	-	-	-	-	-	-	-	*	1	-	-	-	1
	13%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	13	1	1	-	1	7	-	3	9	4	-	-	4	6	7
Weighted total	11	*	*	-	*	6	-	4	10	1	-	-	1	3	8
Very dissatisfied	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	3%	-%	-%	-%	30%	-%	-%	30%	6%	-%
Fairly dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	11%	-%	-%	-%	-%	22%	-%	-%	12%	-%	-%	-%	-%	36%	-%
Neither satisfied nor dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	13%	-%	-%	-%	-%	-%	-%	35%	14%	-%	-%	-%	-%	-%	19%
Fairly satisfied	4	*	*	-	-	1	-	3	4	*	-	-	*	*	4
	37%	100%	100%	-%	-%	12%	-%	65%	35%	70%	-%	-%	70%	8%	50%
Very satisfied	4	-	-	-	*	4	-	-	4	-	-	-	-	2	2
	37%	-%	-%	-%	100%	63%	-%	-%	39%	-%	-%	-%	-%	50%	31%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	*	*	-	*	4	-	3	8	*	-	-	*	2	6
	74%	100%	100%	-%	100%	75%	-%	65%	74%	70%	-%	-%	70%	58%	81%
NET: Dissatisfied	1	-	-	-	-	1	-	-	1	*	-	-	*	1	-
	13%	-%	-%	-%	-%	25%	-%	-%	12%	30%	-%	-%	30%	42%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	13	8	2	-	-	6	7	-	6	7	6	2	-	3	1	-	-
Weighted total	11	8	1	-	-	6	5	-	6	5	5	3	-	2	*	-	-
Very dissatisfied	*	-	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	2%	-%	30%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	12%	-%	-%	-%
Fairly dissatisfied	1	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	11%	16%	-%	-%	-%	-%	26%	-%	-%	26%	23%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	13%	19%	-%	-%	-%	-%	30%	-%	-%	30%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	4	3	*	-	-	3	1	-	3	1	1	3	-	*	*	-	-
	37%	43%	70%	-%	-%	52%	18%	-%	52%	18%	24%	100%	-%	11%	100%	-%	-%
Very satisfied	4	2	-	-	-	3	1	-	3	1	3	-	-	1	-	-	-
	37%	22%	-%	-%	-%	45%	26%	-%	45%	26%	53%	-%	-%	78%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	5	*	-	-	6	2	-	6	2	4	3	-	1	*	-	-
	74%	65%	70%	-%	-%	97%	44%	-%	97%	44%	77%	100%	-%	88%	100%	-%	-%
NET: Dissatisfied	1	1	*	-	-	*	1	-	*	1	1	-	-	*	-	-	-
	13%	16%	30%	-%	-%	3%	26%	-%	3%	26%	23%	-%	-%	12%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	13	7	4	-	1	1	8	5	6	7	-	13	-
Weighted total	11	8	3	-	*	*	8	3	6	5	-	11	-
Very dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	2%	-%	-%	-%	-%	2%	-%	3%	-%	-%	2%	-%
Fairly dissatisfied	1	-	1	-	-	-	1	-	1	-	-	1	-
	11%	-%	40%	-%	-%	-%	15%	-%	21%	-%	-%	11%	-%
Neither satisfied nor dissatisfied	1	1	-	-	-	-	-	1	-	1	-	1	-
	13%	19%	-%	-%	-%	-%	-%	55%	-%	29%	-%	13%	-%
Fairly satisfied	4	3	1	-	*	*	3	1	*	4	-	4	-
	37%	42%	20%	-%	100%	100%	34%	45%	7%	71%	-%	37%	-%
Very satisfied	4	3	1	-	-	-	4	-	4	-	-	4	-
	37%	37%	40%	-%	-%	-%	49%	-%	69%	-%	-%	37%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	6	2	-	*	*	7	1	5	4	-	8	-
	74%	78%	60%	-%	100%	100%	83%	45%	76%	71%	-%	74%	-%
NET: Dissatisfied	1	*	1	-	-	-	1	-	1	-	-	1	-
	13%	2%	40%	-%	-%	-%	17%	-%	24%	-%	-%	13%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	13	6	1	6	8	9	12	11	6	8	7	9	-	4	8	11	3
Weighted total	11	4	*	7	5	8	11	10	3	7	7	8	-	3	9	9	3
Very dissatisfied	*	*	-	-	*	*	*	-	*	-	*	-	-	*	-	*	-
	2%	5%	-%	-%	3%	2%	2%	-%	6%	-%	3%	-%	-%	5%	-%	2%	-%
Fairly dissatisfied	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	1
	11%	-%	-%	18%	23%	16%	12%	12%	-%	17%	18%	16%	-%	-%	14%	13%	48%
Neither satisfied nor dissatisfied	1	-	-	1	-	1	1	1	-	1	-	1	-	-	1	-	-
	13%	-%	-%	21%	-%	19%	14%	14%	-%	20%	-%	19%	-%	-%	16%	-%	-%
Fairly satisfied	4	3	*	1	4	1	4	4	3	1	3	1	-	3	3	4	*
	37%	84%	100%	8%	65%	9%	34%	35%	94%	12%	39%	17%	-%	81%	38%	40%	4%
Very satisfied	4	*	-	4	*	4	4	4	-	4	3	4	-	*	3	4	1
	37%	12%	-%	53%	9%	53%	38%	39%	-%	50%	41%	47%	-%	14%	32%	44%	49%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	*	4	4	5	8	8	3	4	6	5	-	3	6	8	1
	74%	95%	100%	60%	74%	62%	73%	74%	94%	62%	80%	65%	-%	95%	70%	84%	52%
NET: Dissatisfied	1	*	-	1	1	1	1	1	*	1	1	1	-	*	1	1	1
	13%	5%	-%	18%	26%	19%	13%	12%	6%	17%	20%	16%	-%	5%	14%	16%	48%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	13	9	8	1	-	11	13	12	13	11	13	-	8	13	-	3	10	-
Weighted total	11	8	5	*	-	11	11	9	11	9	11	-	7	11	-	4	7	-
Very dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*3%*	*2%*	*-%*	*-%*	*3%*	*-%*
Fairly dissatisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	11%	*16%*	*-%*	*-%*	*-%*	*12%*	*11%*	*14%*	*11%*	*14%*	*11%*	*-%*	*18%*	*11%*	*-%*	*-%*	*17%*	*-%*
Neither satisfied nor dissatisfied	1	-	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	13%	*-%*	*-%*	*-%*	*-%*	*14%*	*13%*	*17%*	*13%*	*17%*	*13%*	*-%*	*22%*	*13%*	*-%*	*-%*	*20%*	*-%*
Fairly satisfied	4	3	3	*	-	4	4	2	4	2	4	-	1	4	-	2	2	-
	37%	*45%*	*65%*	*100%*	*-%*	*34%*	*37%*	*20%*	*37%*	*18%*	*37%*	*-%*	*14%*	*37%*	*-%*	*66%*	*22%*	*-%*
Very satisfied	4	3	2	-	-	4	4	4	4	4	4	-	3	4	-	1	3	-
	37%	*37%*	*32%*	*-%*	*-%*	*39%*	*37%*	*47%*	*37%*	*48%*	*37%*	*-%*	*42%*	*37%*	*-%*	*34%*	*38%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	8	6	5	*	-	8	8	6	8	6	8	-	4	8	-	4	4	-
	74%	*82%*	*97%*	*100%*	*-%*	*73%*	*74%*	*67%*	*74%*	*66%*	*74%*	*-%*	*57%*	*74%*	*-%*	*100%*	*61%*	*-%*
NET: Dissatisfied	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	13%	*18%*	*3%*	*-%*	*-%*	*13%*	*13%*	*16%*	*13%*	*17%*	*13%*	*-%*	*21%*	*13%*	*-%*	*-%*	*19%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**13**	3	2	8	8	5	13	-	11	1	3	10	5	8
Weighted total	**11**	2	*	9	5	6	11	-	7	2	6	5	2	9
Very dissatisfied	*	-	*	-	*	-	*	-	*	-	-	*	*	-
	2%	-%	*52%*	-%	*4%*	-%	*2%*	-%	*3%*	-%	-%	*4%*	*8%*	-%
Fairly dissatisfied	**1**	-	-	1	-	1	1	-	-	-	-	1	-	1
	11%	-%	-%	*14%*	-%	*19%*	*11%*	-%	-%	-%	-%	*24%*	-%	*14%*
Neither satisfied nor dissatisfied	**1**	1	-	-	-	1	1	-	1	-	-	1	1	-
	13%	*74%*	-%	-%	-%	*23%*	*13%*	-%	*20%*	-%	-%	*29%*	*62%*	-%
Fairly satisfied	**4**	1	*	3	2	3	4	-	2	2	2	2	1	3
	37%	*26%*	*48%*	*39%*	*34%*	*39%*	*37%*	-%	*23%*	*100%*	*39%*	*34%*	*30%*	*39%*
Very satisfied	**4**	-	-	4	3	1	4	-	4	-	4	*	-	4
	37%	-%	-%	*47%*	*62%*	*19%*	*37%*	-%	*55%*	-%	*61%*	*9%*	-%	*47%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**8**	1	*	7	4	4	8	-	6	2	6	2	1	7
	74%	*26%*	*48%*	*86%*	*96%*	*58%*	*74%*	-%	*78%*	*100%*	*100%*	*43%*	*30%*	*86%*
NET: Dissatisfied	**1**	-	*	1	*	1	1	-	*	-	-	1	*	1
	13%	-%	*52%*	*14%*	*4%*	*19%*	*13%*	-%	*3%*	-%	-%	*28%*	*8%*	*14%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month		Month		Month	
	TOTAL	Satisfied	Dissatisfied	Feb	Mar	Apr	Jun	Oct	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	10	2	3	1	2	2	3	2
Weighted total	11	9	2	2	*	1	1	3	5
Very dissatisfied	*	-	*	-	-	-	-	*	-
	2%	-%	11%	-%	-%	-%	-%	7%	-%
Fairly dissatisfied	1	1	-	-	-	-	-	1	-
	11%	14%	-%	-%	-%	-%	-%	43%	-%
Neither satisfied nor dissatisfied	1	-	1	-	-	-	-	1	-
	13%	-%	89%	-%	-%	-%	-%	51%	-%
Fairly satisfied	4	4	-	*	-	1	1	-	2
	37%	41%	-%	22%	-%	100%	100%	-%	50%
Very satisfied	4	4	-	1	*	-	-	-	2
	37%	45%	-%	78%	100%	-%	-%	-%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	-	2	*	1	1	-	5
	74%	86%	-%	100%	100%	100%	100%	-%	100%
NET: Dissatisfied	1	1	*	-	-	-	-	1	-
	13%	14%	11%	-%	-%	-%	-%	49%	-%

Columns Tested: a,b - a,b - a,b - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	55	3	1	3	5	2	3	2	7	3	10	11	5	29
Weighted total	48	5	1	3	5	1	5	5	10	3	4	4	2	39
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	-	-	3	-	-	2	-	-	-	-	-	-	5
	10%	-%	-%	83%	-%	-%	48%	-%	-%	-%	-%	-%	-%	13%
Neither satisfied nor dissatisfied	4	2	-	-	-	1	-	-	-	-	-	*	*	3
	8%	34%	-%	-%	-%	84%	-%	-%	-%	-%	-%	11%	30%	7%
Fairly satisfied	18	2	1	*	2	-	-	-	6	2	3	1	*	15
	38%	35%	100%	11%	47%	-%	-%	-%	66%	91%	60%	17%	7%	38%
Very satisfied	21	1	-	*	3	*	3	5	3	*	2	3	1	16
	44%	31%	-%	6%	53%	16%	52%	100%	34%	9%	40%	72%	63%	41%
NET: Satisfied	40	3	1	1	5	*	3	5	10	3	4	3	1	31
	82%	66%	100%	17%	100%	16%	52%	100%	100%	100%	100%	89%	70%	80%
NET: Dissatisfied	5	-	-	3	-	-	2	-	-	-	-	-	-	5
	10%	-%	-%	83%	-%	-%	48%	-%	-%	-%	-%	-%	-%	13%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*a	*b
Unweighted total	55	2	3	2	2	23	1	21	43	7	1	4	12	26	29
Weighted total	48	2	1	1	1	23	1	19	46	1	*	1	2	22	26
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	-	-	-	-	2	-	3	5	-	-	-	-	5	-
	10%	-%	-%	-%	-%	10%	-%	14%	11%	-%	-%	-%	-%	23%	-%
Neither satisfied nor dissatisfied	4	-	-	-	-	*	-	3	4	-	-	-	-	2	2
	8%	-%	-%	-%	-%	2%	-%	18%	8%	-%	-%	-%	-%	7%	8%
Fairly satisfied	18	-	1	*	-	6	1	9	17	1	*	*	1	8	10
	38%	-%	66%	50%	-%	25%	100%	47%	38%	48%	100%	14%	41%	36%	39%
Very satisfied	21	2	*	*	1	14	-	4	20	1	-	1	1	8	14
	44%	100%	34%	50%	100%	62%	-%	20%	43%	52%	-%	86%	59%	34%	52%
NET: Satisfied	40	2	1	1	1	20	1	13	37	1	*	1	2	16	24
	82%	100%	100%	100%	100%	87%	100%	68%	81%	100%	100%	100%	100%	70%	92%
NET: Dissatisfied	5	-	-	-	-	2	-	3	5	-	-	-	-	5	-
	10%	-%	-%	-%	-%	10%	-%	14%	11%	-%	-%	-%	-%	23%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**55**	23	8	4	1	28	27	8	20	27	23	14	4	-	6	5	-
Weighted total	**48**	26	4	2	*	30	19	8	22	19	23	14	4	-	3	1	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**5**	3	-	-	-	3	2	3	-	2	3	-	-	-	-	-	-
	10%	*10%*	*-%*	*-%*	*-%*	*9%*	*13%*	*34%*	*-%*	*13%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	1	1	-	-	1	3	-	1	3	2	2	-	-	*	-	-
	8%	*5%*	*20%*	*-%*	*-%*	*4%*	*14%*	*-%*	*6%*	*14%*	*7%*	*12%*	*-%*	*-%*	*19%*	*-%*	*-%*
Fairly satisfied	**18**	6	2	2	-	10	8	2	8	8	9	4	3	-	*	*	-
	38%	*25%*	*51%*	*90%*	*-%*	*35%*	*42%*	*24%*	*39%*	*42%*	*39%*	*29%*	*76%*	*-%*	*14%*	*19%*	*-%*
Very satisfied	**21**	16	1	*	*	15	6	3	12	6	10	8	1	-	2	1	-
	44%	*61%*	*28%*	*10%*	*100%*	*52%*	*32%*	*43%*	*56%*	*32%*	*42%*	*59%*	*24%*	*-%*	*67%*	*81%*	*-%*
NET: Satisfied	**40**	23	4	2	*	26	14	5	20	14	19	12	4	-	2	1	-
	82%	*85%*	*80%*	*100%*	*100%*	*87%*	*74%*	*66%*	*94%*	*74%*	*81%*	*88%*	*100%*	*-%*	*81%*	*100%*	*-%*
NET: Dissatisfied	**5**	3	-	-	-	3	2	3	-	2	3	-	-	-	-	-	-
	10%	*10%*	*-%*	*-%*	*-%*	*9%*	*13%*	*34%*	*-%*	*13%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	*a	b	*c
Unweighted total	55	35	5	4	3	6	49	6	41	14	-	53	2
Weighted total	48	32	4	3	2	6	43	6	35	14	-	46	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	3	-	-	-	2	2	3	2	3	-	5	-
	10%	9%	-%	-%	-%	36%	6%	48%	7%	20%	-%	11%	-%
Neither satisfied nor dissatisfied	4	2	-	*	-	2	4	-	4	-	-	4	-
	8%	5%	-%	14%	-%	25%	9%	-%	11%	-%	-%	8%	-%
Fairly satisfied	18	13	2	3	-	*	16	3	14	5	-	17	1
	38%	42%	45%	79%	-%	7%	37%	45%	39%	34%	-%	36%	77%
Very satisfied	21	14	2	*	2	2	21	*	15	6	-	21	*
	44%	45%	55%	7%	100%	32%	49%	8%	43%	47%	-%	45%	23%
NET: Satisfied	40	27	4	3	2	2	37	3	29	11	-	38	2
	82%	86%	100%	86%	100%	38%	86%	52%	82%	80%	-%	81%	100%
NET: Dissatisfied	5	3	-	-	-	2	2	3	2	3	-	5	-
	10%	9%	-%	-%	-%	36%	6%	48%	7%	20%	-%	11%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	a	b	*c
Unweighted total	**55**	21	12	22	46	37	49	46	27	28	37	36	-	17	32	51	16
Weighted total	**48**	19	12	18	36	31	40	43	20	25	31	33	-	14	24	43	12
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**5**	3	-	2	-	3	3	5	-	2	-	2	-	3	2	5	2
	10%	*14%*	*-%*	*13%*	*-%*	*9%*	*7%*	*12%*	*-%*	*9%*	*-%*	*7%*	*-%*	*19%*	*10%*	*12%*	*20%*
						a		**ag**									
Neither satisfied nor dissatisfied	**4**	2	-	2	4	3	4	4	1	3	2	4	-	-	3	4	2
	8%	*9%*	*-%*	*12%*	*10%*	*8%*	*9%*	*9%*	*5%*	*13%*	*7%*	*11%*	*-%*	*-%*	*14%*	*9%*	*14%*
Fairly satisfied	**18**	6	8	4	14	10	14	15	9	7	13	10	-	8	7	16	3
	38%	*32%*	*69%*	*24%*	*38%*	*34%*	*36%*	*36%*	*44%*	*27%*	*41%*	*31%*	*-%*	*55%*	*30%*	*36%*	*25%*
Very satisfied	**21**	8	4	9	19	15	19	19	10	13	16	17	-	4	11	19	5
	44%	*45%*	*31%*	*52%*	*52%*	*49%*	*48%*	*44%*	*52%*	*51%*	*52%*	*50%*	*-%*	*26%*	*46%*	*44%*	*41%*
NET: Satisfied	**40**	14	12	14	33	26	33	34	19	19	29	27	-	12	18	35	8
	82%	*77%*	*100%*	*75%*	*90%*	*83%*	*84%*	*80%*	*95%*	*77%*	*93%*	*82%*	*-%*	*81%*	*76%*	*80%*	*66%*
NET: Dissatisfied	**5**	3	-	2	-	3	3	5	-	2	-	2	-	3	2	5	2
	10%	*14%*	*-%*	*13%*	*-%*	*9%*	*7%*	*12%*	*-%*	*9%*	*-%*	*7%*	*-%*	*19%*	*10%*	*12%*	*20%*
						a		**ag**									
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Unweighted total	55	41	32	3	2	46	51	50	52	48	52	1	41	51	13	13	39	2
Weighted total	48	35	26	4	3	38	43	43	45	42	44	2	35	44	11	12	31	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	5	5	-	-	5	5	5	5	5	5	-	3	5	-	2	3	-
	10%	14%	20%	-%	-%	13%	12%	12%	11%	12%	11%	-%	8%	11%	-%	19%	9%	-%
Neither satisfied nor dissatisfied	4	3	3	-	-	4	2	4	4	4	2	-	3	3	*	2	2	-
	8%	9%	10%	-%	-%	10%	5%	9%	8%	9%	5%	-%	8%	6%	4%	17%	5%	-%
Fairly satisfied	18	14	10	2	2	13	18	18	18	15	18	-	16	18	2	6	13	-
	38%	39%	40%	37%	53%	34%	41%	41%	39%	35%	41%	-%	48%	41%	21%	46%	41%	-%
Very satisfied	21	13	8	3	1	16	19	16	19	18	19	2	13	19	9	2	14	3
	44%	37%	30%	63%	47%	43%	43%	38%	41%	44%	43%	100%	37%	42%	75%	18%	45%	100%
NET: Satisfied	40	27	18	4	3	29	36	34	36	33	37	2	29	36	11	8	26	3
	82%	76%	70%	100%	100%	77%	84%	80%	80%	79%	84%	100%	84%	83%	96%	63%	86%	100%
NET: Dissatisfied	5	5	5	-	-	5	5	5	5	5	5	-	3	5	-	2	3	-
	10%	14%	20%	-%	-%	13%	12%	12%	11%	12%	11%	-%	8%	11%	-%	19%	9%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	b
Unweighted total	55	9	10	36	32	23	48	7	46	2	8	45	10	45
Weighted total	48	9	8	32	26	22	42	6	41	2	6	41	7	41
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	-	-	5	2	3	5	-	5	-	-	5	3	2
	10%	-%	-%	16%	9%	12%	12%	-%	12%	-%	-%	12%	37%	6%
Neither satisfied nor dissatisfied	4	2	-	2	2	2	4	-	3	-	*	3	1	3
	8%	24%	-%	5%	8%	7%	9%	-%	8%	-%	8%	8%	12%	7%
Fairly satisfied	18	4	4	11	12	6	16	3	13	2	2	15	3	15
	38%	41%	50%	34%	45%	29%	37%	40%	32%	100%	37%	36%	43%	37%
Very satisfied	21	3	4	14	10	11	18	4	19	-	3	18	1	21
	44%	34%	50%	45%	39%	51%	42%	60%	48%	-%	54%	44%	7%	51%
NET: Satisfied	40	6	8	25	22	18	33	6	33	2	5	33	4	36
	82%	76%	100%	79%	83%	80%	79%	100%	80%	100%	92%	80%	51%	87%
NET: Dissatisfied	5	-	-	5	2	3	5	-	5	-	-	5	3	2
	10%	-%	-%	16%	9%	12%	12%	-%	12%	-%	-%	12%	37%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	55	49	-	6	6	4	2	5	12	8	3	9
Weighted total	48	42	-	5	7	4	1	7	9	5	4	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	2	-	-	-	-	-	3	-	-	2	-
	10%	6%	-%	-%	-%	-%	-%	37%	-%	-%	55%	-%
Neither satisfied nor dissatisfied	4	3	-	-	*	-	-	3	-	-	-	-
	8%	6%	-%	-%	7%	-%	-%	46%	-%	-%	-%	-%
Fairly satisfied	18	16	-	3	2	2	*	1	3	2	1	4
	38%	38%	-%	67%	25%	42%	82%	17%	28%	37%	35%	60%
Very satisfied	21	21	-	2	5	2	*	-	6	3	*	3
	44%	50%	-%	33%	68%	58%	18%	-%	72%	63%	10%	40%
NET: Satisfied	40	37	-	5	6	4	1	1	9	5	2	6
	82%	88%	-%	100%	93%	100%	100%	17%	100%	100%	45%	100%
NET: Dissatisfied	5	2	-	-	-	-	-	3	-	-	2	-
	10%	6%	-%	-%	-%	-%	-%	37%	-%	-%	55%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	32	2	5	4	2	4	3	3	3	1	3	2	-	27
Weighted total	45	2	7	8	2	3	7	8	5	1	1	1	-	43
Very dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	4%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	4%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	4%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%
Fairly satisfied	20	*	2	5	1	1	2	5	2	1	*	-	-	20
	45%	10%	28%	66%	51%	42%	32%	65%	33%	100%	32%	-%	-%	46%
Very satisfied	21	-	5	3	1	2	5	3	2	-	1	1	-	20
	48%	-%	72%	34%	49%	58%	68%	35%	33%	-%	68%	100%	-%	46%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	42	*	7	8	2	3	7	8	3	1	1	1	-	39
	93%	10%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	-%	92%
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	4%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	4%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	32	1	-	2	1	14	1	13	27	4	-	1	5	19	13
Weighted total	45	1	-	4	1	21	2	15	44	1	-	*	1	31	14
Very dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	4%	-%	-%	-%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	12%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	2	-	-	-	-	2	-	-	-	-	-	2
	4%	-%	-%	38%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	12%
Fairly satisfied	20	-	-	3	1	5	-	11	20	*	-	-	*	12	8
	45%	-%	-%	62%	100%	25%	-%	76%	45%	46%	-%	-%	35%	40%	56%
Very satisfied	21	1	-	-	-	14	2	4	21	*	-	*	1	18	3
	48%	100%	-%	-%	-%	67%	100%	24%	47%	54%	-%	100%	65%	60%	21%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	42	1	-	3	1	20	2	15	41	1	-	*	1	31	11
	93%	100%	-%	62%	100%	92%	100%	100%	92%	100%	-%	100%	100%	100%	77%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	4%	-%	-%	-%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	12%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**32**	15	2	1	1	22	10	5	17	10	20	5	3	2	-	1	-
Weighted total	**45**	26	3	*	*	31	14	8	23	14	34	4	3	2	-	*	-
Very dissatisfied	**2**	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	4%	*-%*	*50%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*12%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**2**	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	4%	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*21%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	**20**	11	-	-	-	14	7	-	14	7	14	3	*	1	-	-	-
	45%	*42%*	*-%*	*-%*	*-%*	*44%*	*48%*	*-%*	*58%*	*48%*	*42%*	*57%*	*7%*	*74%*	*-%*	*-%*	*-%*
Very satisfied	**21**	15	2	*	*	16	6	6	10	6	16	2	3	*	-	*	-
	48%	*58%*	*50%*	*100%*	*100%*	*51%*	*40%*	*79%*	*42%*	*40%*	*49%*	*43%*	*93%*	*26%*	*-%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**42**	26	2	*	*	29	12	6	23	12	30	4	3	2	-	*	-
	93%	*100%*	*50%*	*100%*	*100%*	*95%*	*88%*	*79%*	*100%*	*88%*	*90%*	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*
NET: Dissatisfied	**2**	-	2	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	4%	*-%*	*50%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*12%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	**32**	23	5	1	1	1	23	9	21	11	-	31	1
Weighted total	**45**	33	7	*	2	1	29	16	26	19	-	45	*
Very dissatisfied	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	4%	*-%*	*-%*	*-%*	*100%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**2**	2	-	-	-	-	2	-	2	-	-	2	-
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*
Fairly satisfied	**20**	15	4	-	-	1	16	4	13	7	-	20	-
	45%	*47%*	*53%*	*-%*	*-%*	*100%*	*56%*	*25%*	*51%*	*37%*	*-%*	*46%*	*-%*
Very satisfied	**21**	16	3	*	-	-	10	12	10	12	-	21	*
	48%	*48%*	*47%*	*100%*	*-%*	*-%*	*33%*	*75%*	*36%*	*63%*	*-%*	*47%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**42**	31	7	*	-	1	26	16	23	19	-	41	*
	93%	*95%*	*100%*	*100%*	*-%*	*100%*	*89%*	*100%*	*88%*	*100%*	*-%*	*93%*	*100%*
NET: Dissatisfied	**2**	-	-	-	2	-	2	-	2	-	-	2	-
	4%	*-%*	*-%*	*-%*	*100%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**32**	15	4	12	23	18	26	25	10	13	17	16	-	15	16	29	2
Weighted total	**45**	24	4	14	29	23	33	38	13	17	22	20	-	23	23	41	1
Very dissatisfied	**2**	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	4%	*-%*	*38%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*10%*	*-%*	*8%*	*-%*	*-%*	*7%*	*4%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**2**	2	-	-	2	2	2	2	-	-	2	-	-	2	2	2	-
	4%	*7%*	*-%*	*-%*	*6%*	*7%*	*5%*	*4%*	*-%*	*-%*	*8%*	*-%*	*-%*	*7%*	*7%*	*4%*	*-%*
Fairly satisfied	**20**	8	3	9	11	13	16	20	9	8	9	8	-	12	11	19	1
	45%	*34%*	*62%*	*69%*	*40%*	*58%*	*49%*	*53%*	*68%*	*48%*	*43%*	*41%*	*-%*	*54%*	*48%*	*47%*	*86%*
Very satisfied	**21**	14	-	4	16	8	16	15	4	7	11	10	-	9	9	18	*
	48%	*60%*	*-%*	*31%*	*54%*	*35%*	*47%*	*39%*	*32%*	*42%*	*49%*	*51%*	*-%*	*39%*	*38%*	*45%*	*14%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**42**	23	3	14	27	22	32	35	13	15	20	18	-	21	19	37	1
	93%	*93%*	*62%*	*100%*	*94%*	*93%*	*95%*	*91%*	*100%*	*90%*	*92%*	*92%*	*-%*	*93%*	*85%*	*92%*	*100%*
NET: Dissatisfied	**2**	-	2	-	-	-	-	2	-	2	-	2	-	-	2	2	-
	4%	*-%*	*38%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*10%*	*-%*	*8%*	*-%*	*-%*	*7%*	*4%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	*b	c	*d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	32	19	20	3	1	23	31	26	31	25	31	-	19	30	4	12	20	-
Weighted total	45	25	25	3	*	35	44	35	44	36	45	-	26	41	5	20	25	-
Very dissatisfied	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	4%	7%	-%	54%	-%	-%	4%	5%	4%	5%	4%	-%	6%	4%	-%	-%	7%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	4%	-%	7%	-%	-%	5%	4%	5%	4%	5%	4%	-%	-%	4%	-%	-%	7%	-%
Fairly satisfied	20	11	14	1	*	15	19	15	19	15	20	-	8	17	-	9	11	-
	45%	43%	57%	46%	100%	43%	44%	43%	44%	40%	46%	-%	31%	40%	-%	47%	44%	-%
Very satisfied	21	12	9	-	-	18	21	17	21	18	21	-	17	21	5	11	11	-
	48%	50%	36%	-%	-%	52%	49%	48%	49%	50%	47%	-%	63%	52%	100%	53%	43%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	42	23	23	1	*	33	40	32	40	33	41	-	25	38	5	20	22	-
	93%	93%	93%	46%	100%	95%	92%	91%	92%	91%	93%	-%	94%	92%	100%	100%	87%	-%
NET: Dissatisfied	2	2	-	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	4%	7%	-%	54%	-%	-%	4%	5%	4%	5%	4%	-%	6%	4%	-%	-%	7%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**32**	6	4	22	23	9	32	-	21	4	13	18	6	26
Weighted total	**45**	9	5	31	32	13	45	-	29	6	18	27	9	36
Very dissatisfied	**2**	2	-	-	2	-	2	-	-	-	2	-	2	-
	4%	*18%*	*-%*	*-%*	*5%*	*-%*	*4%*	*-%*	*-%*	*-%*	*9%*	*-%*	*19%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**2**	-	-	2	2	-	2	-	2	-	2	-	-	2
	4%	*-%*	*-%*	*5%*	*5%*	*-%*	*4%*	*-%*	*6%*	*-%*	*9%*	*-%*	*-%*	*5%*
Fairly satisfied	**20**	4	2	14	15	5	20	-	13	4	12	8	6	14
	45%	*46%*	*43%*	*45%*	*48%*	*38%*	*45%*	*-%*	*44%*	*71%*	*70%*	*29%*	*67%*	*40%*
Very satisfied	**21**	3	3	15	14	8	21	-	15	2	2	19	1	20
	48%	*35%*	*57%*	*50%*	*42%*	*62%*	*48%*	*-%*	*51%*	*29%*	*12%*	*71%*	*14%*	*56%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**42**	7	5	29	29	13	42	-	27	6	15	27	7	35
	93%	*82%*	*100%*	*95%*	*90%*	*100%*	*93%*	*-%*	*94%*	*100%*	*82%*	*100%*	*81%*	*95%*
NET: Dissatisfied	**2**	2	-	-	2	-	2	-	-	-	2	-	2	-
	4%	*18%*	*-%*	*-%*	*5%*	*-%*	*4%*	*-%*	*-%*	*-%*	*9%*	*-%*	*19%*	*-%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	32	31	-	2	3	2	1	2	10	3	3	6
Weighted total	45	44	-	3	2	3	2	3	15	4	4	9
Very dissatisfied	2	2	-	-	-	-	-	-	2	-	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	2	-	-	-	-	-	-	-	-
	4%	4%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	20	19	-	2	1	-	2	-	5	*	4	6
	45%	44%	-%	50%	75%	-%	100%	-%	36%	10%	100%	66%
Very satisfied	21	21	-	-	*	3	-	3	8	4	-	3
	48%	49%	-%	-%	25%	100%	-%	100%	53%	90%	-%	34%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	42	40	-	2	2	3	2	3	13	4	4	9
	93%	92%	-%	50%	100%	100%	100%	100%	89%	100%	100%	100%
NET: Dissatisfied	2	2	-	-	-	-	-	-	2	-	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	27	2	1	3	3	2	3	1	2	3	2	4	1	20
Weighted total	26	3	*	7	2	1	3	2	3	3	1	1	*	25
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	5%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%	-%	-%	5%
Fairly satisfied	8	-	-	5	*	-	*	-	-	1	1	*	*	6
	29%	-%	-%	67%	11%	-%	7%	-%	-%	46%	100%	14%	100%	26%
Very satisfied	18	3	*	2	1	1	3	2	3	*	-	1	-	17
	67%	100%	100%	33%	89%	100%	93%	100%	100%	9%	-%	86%	-%	69%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	25	3	*	7	2	1	3	2	3	1	1	1	*	23
	95%	100%	100%	100%	100%	100%	100%	100%	100%	55%	100%	100%	100%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	27	-	8	-	-	13	1	5	16	5	3	3	11	14	13
Weighted total	26	-	5	-	-	15	2	3	24	1	*	1	2	18	9
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	5%	-%	-%	-%	-%	8%	-%	-%	5%	-%	-%	-%	-%	7%	-%
Fairly satisfied	8	-	1	-	-	3	2	2	7	*	*	*	1	7	1
	29%	-%	17%	-%	-%	17%	100%	48%	28%	15%	59%	28%	31%	38%	10%
Very satisfied	18	-	4	-	-	11	-	2	16	1	*	*	1	10	8
	67%	-%	83%	-%	-%	75%	-%	52%	67%	85%	41%	72%	69%	55%	90%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	25	-	5	-	-	14	2	3	23	1	*	1	2	16	9
	95%	-%	100%	-%	-%	92%	100%	100%	95%	100%	100%	100%	100%	93%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**27**	12	1	5	1	8	19	-	8	19	13	4	3	2	1	3	-
Weighted total	**26**	15	*	4	*	11	16	-	11	16	16	3	5	1	*	1	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**1**	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	5%	*8%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*11%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	**8**	2	*	3	-	3	5	-	3	5	4	1	2	-	-	*	-
	29%	*11%*	*100%*	*61%*	*-%*	*24%*	*32%*	*-%*	*24%*	*32%*	*24%*	*38%*	*48%*	*-%*	*-%*	*61%*	*-%*
Very satisfied	**18**	12	-	2	*	7	11	-	7	11	11	2	3	1	*	*	-
	67%	*80%*	*-%*	*39%*	*100%*	*65%*	*68%*	*-%*	*65%*	*68%*	*69%*	*62%*	*52%*	*100%*	*100%*	*39%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**25**	14	*	4	*	9	16	-	9	16	15	3	5	1	*	1	-
	95%	*92%*	*100%*	*100%*	*100%*	*89%*	*100%*	*-%*	*89%*	*100%*	*92%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**27**	11	1	6	4	4	18	9	14	13	-	26	1
Weighted total	**26**	13	1	6	2	4	17	9	16	11	-	25	1
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**1**	1	-	-	-	-	1	-	-	1	-	1	-
	5%	*9%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*11%*	*-%*	*5%*	*-%*
Fairly satisfied	**8**	7	-	*	*	1	7	*	7	*	-	8	-
	29%	*50%*	*-%*	*2%*	*10%*	*16%*	*42%*	*2%*	*46%*	*4%*	*-%*	*30%*	*-%*
Very satisfied	**18**	6	1	6	2	3	9	9	8	9	-	16	1
	67%	*41%*	*100%*	*98%*	*90%*	*84%*	*51%*	*98%*	*54%*	*85%*	*-%*	*65%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**25**	12	1	6	2	4	16	9	16	9	-	24	1
	95%	*91%*	*100%*	*100%*	*100%*	*100%*	*93%*	*100%*	*100%*	*89%*	*-%*	*95%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**27**	11	4	12	23	17	24	25	9	19	20	21	-	5	20	25	8
Weighted total	**26**	12	3	11	20	13	21	26	4	20	17	22	-	4	24	22	5
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**1**	1	-	-	1	-	1	1	-	1	-	1	-	-	1	1	1
	5%	*10%*	*-%*	*-%*	*6%*	*-%*	*6%*	*5%*	*-%*	*6%*	*-%*	*5%*	*-%*	*-%*	*5%*	*5%*	*24%*
Fairly satisfied	**8**	4	*	4	8	7	8	8	1	6	5	6	-	2	6	8	1
	29%	*31%*	*6%*	*32%*	*38%*	*54%*	*36%*	*29%*	*18%*	*31%*	*30%*	*27%*	*-%*	*37%*	*25%*	*34%*	*18%*
Very satisfied	**18**	7	3	8	11	6	12	17	4	12	12	15	-	3	17	13	3
	67%	*59%*	*94%*	*68%*	*55%*	*46%*	*58%*	*66%*	*82%*	*63%*	*70%*	*67%*	*-%*	*63%*	*70%*	*61%*	*58%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**25**	11	3	11	18	13	20	25	4	18	17	21	-	4	23	21	4
	95%	*90%*	*100%*	*100%*	*94%*	*100%*	*94%*	*95%*	*100%*	*94%*	*100%*	*95%*	*-%*	*100%*	*95%*	*95%*	*76%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	27	20	17	3	1	22	27	22	27	25	27	-	20	26	15	4	21	2
Weighted total	26	19	9	1	1	22	26	22	26	26	26	-	24	24	13	4	21	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	5%	6%	14%	-%	-%	6%	5%	6%	5%	5%	5%	-%	5%	5%	10%	-%	6%	-%
Fairly satisfied	8	7	1	*	-	7	8	6	8	8	8	-	7	8	4	1	5	1
	29%	38%	12%	7%	-%	34%	29%	29%	29%	29%	29%	-%	30%	31%	30%	22%	25%	100%
Very satisfied	18	11	7	1	1	13	18	14	18	17	18	-	15	15	8	3	14	-
	67%	55%	75%	93%	100%	61%	67%	66%	67%	66%	67%	-%	65%	64%	61%	78%	69%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	25	18	8	1	1	21	25	21	25	24	25	-	23	23	11	4	20	1
	95%	94%	86%	100%	100%	94%	95%	94%	95%	95%	95%	-%	95%	95%	90%	100%	94%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	27	6	6	15	16	11	26	1	16	5	8	18	6	21
Weighted total	26	4	5	17	12	14	26	*	13	5	8	16	6	20
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	1	1	-	1	-	-	-	1	-	-	1
	5%	-%	-%	7%	10%	-%	5%	-%	-%	-%	14%	-%	-%	6%
Fairly satisfied	8	1	1	6	5	3	7	*	5	1	3	5	2	6
	29%	31%	11%	33%	40%	18%	28%	100%	34%	12%	36%	28%	30%	28%
Very satisfied	18	3	5	10	6	11	18	-	9	4	4	12	4	13
	67%	69%	89%	60%	50%	82%	67%	-%	66%	88%	50%	72%	70%	66%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	25	4	5	15	11	14	25	*	13	5	7	16	6	19
	95%	100%	100%	93%	90%	100%	95%	100%	100%	100%	86%	100%	100%	94%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	27	26	-	4	4	3	1	3	3	3	6
Weighted total	26	25	-	3	4	4	*	2	2	4	7
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	-	-	-	-	-	1	-	-	-
	5%	5%	-%	-%	-%	-%	-%	70%	-%	-%	-%
Fairly satisfied	8	6	-	3	*	3	-	-	-	1	*
	29%	25%	-%	96%	4%	61%	-%	-%	-%	36%	6%
Very satisfied	18	18	-	*	4	2	*	1	2	2	7
	67%	70%	-%	4%	96%	39%	100%	30%	100%	64%	94%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	25	24	-	3	4	4	*	1	2	4	7
	95%	95%	-%	100%	100%	100%	100%	30%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	15	1	2	1	3	3	-	1	-	1	-	1	2	12
Weighted total	11	*	2	2	2	3	-	*	-	*	-	*	1	9
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	2%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Fairly satisfied	5	-	*	2	*	1	-	*	-	-	-	-	-	5
	44%	-%	11%	100%	25%	55%	-%	100%	-%	-%	-%	-%	-%	51%
Very satisfied	5	-	2	-	1	1	-	-	-	*	-	-	1	4
	50%	-%	89%	-%	75%	45%	-%	-%	-%	100%	-%	-%	100%	47%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Satisfied	10	-	2	2	2	3	-	*	-	*	-	-	1	9
	94%	-%	100%	100%	100%	100%	-%	100%	-%	100%	-%	-%	100%	98%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	15	-	1	-	-	4	2	8	8	3	2	2	7	8	7
Weighted total	11	-	1	-	-	5	1	3	9	1	*	*	1	5	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	2%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	45%	13%	4%	-%
Fairly satisfied	5	-	-	-	-	2	*	2	4	*	*	*	1	4	*
	44%	-%	-%	-%	-%	43%	30%	65%	40%	61%	100%	55%	71%	87%	3%
Very satisfied	5	-	1	-	-	3	-	1	5	*	-	-	*	*	5
	50%	-%	100%	-%	-%	57%	-%	29%	55%	39%	-%	-%	16%	9%	89%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	-	-	-	-	*
	4%	-%	-%	-%	-%	-%	70%	-%	5%	-%	-%	-%	-%	-%	8%
NET: Satisfied	10	-	1	-	-	5	*	3	9	1	*	*	1	5	5
	94%	-%	100%	-%	-%	100%	30%	94%	95%	100%	100%	55%	87%	96%	92%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	15	2	2	-	1	4	11	-	4	11	2	-	2	2	4	5	-
Weighted total	11	3	2	-	*	6	5	-	6	5	2	-	3	2	2	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	-%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	-%	14%	-%
Fairly satisfied	5	3	-	-	*	4	1	-	4	1	-	-	2	1	*	1	-
	44%	100%	-%	-%	100%	66%	20%	-%	66%	20%	-%	-%	84%	51%	17%	50%	-%
Very satisfied	5	-	2	-	-	2	3	-	2	3	2	-	-	1	2	*	-
	50%	-%	100%	-%	-%	34%	67%	-%	34%	67%	100%	-%	-%	49%	83%	36%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	4%	-%	-%	-%	-%	-%	9%	-%	-%	9%	-%	-%	16%	-%	-%	-%	-%
NET: Satisfied	10	3	2	-	*	6	4	-	6	4	2	-	2	2	2	1	-
	94%	100%	100%	-%	100%	100%	88%	-%	100%	88%	100%	-%	84%	100%	100%	86%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**15**	9	1	1	1	1	10	5	9	6	-	14	1
Weighted total	**11**	7	*	*	*	1	6	4	6	5	-	10	*
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	2%	*-%*	*-%*	*100%*	*-%*	*-%*	*3%*	*-%*	*-%*	*4%*	*-%*	*2%*	*-%*
Fairly satisfied	**5**	3	*	-	*	-	3	1	4	*	-	4	*
	44%	*42%*	*100%*	*-%*	*100%*	*-%*	*49%*	*36%*	*79%*	*5%*	*-%*	*43%*	*100%*
Very satisfied	**5**	4	-	-	-	1	3	3	1	5	-	5	-
	50%	*52%*	*-%*	*-%*	*-%*	*100%*	*41%*	*64%*	*13%*	*92%*	*-%*	*51%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	-	*	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*8%*	*-%*	*-%*	*4%*	*-%*
NET: Satisfied	**10**	7	*	-	*	1	6	4	5	5	-	10	*
	94%	*94%*	*100%*	*-%*	*100%*	*100%*	*90%*	*100%*	*92%*	*96%*	*-%*	*94%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**15**	3	2	9	14	14	15	13	4	2	15	3	-	10	10	14	3
Weighted total	**11**	4	1	4	10	8	11	9	2	2	11	3	-	6	8	10	1
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	*	*	-
	2%	*-%*	*-%*	*4%*	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*3%*	*2%*	*2%*	*-%*
Fairly satisfied	**5**	2	*	2	5	2	5	3	*	-	5	-	-	3	3	5	*
	44%	*53%*	*16%*	*47%*	*45%*	*28%*	*44%*	*38%*	*18%*	*-%*	*44%*	*-%*	*-%*	*55%*	*34%*	*45%*	*20%*
Very satisfied	**5**	2	1	2	5	5	5	5	1	2	5	3	-	2	5	5	1
	50%	*47%*	*84%*	*39%*	*49%*	*65%*	*50%*	*55%*	*60%*	*100%*	*50%*	*100%*	*-%*	*35%*	*58%*	*49%*	*80%*
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-
	4%	*-%*	*-%*	*10%*	*4%*	*5%*	*4%*	*5%*	*21%*	*-%*	*4%*	*-%*	*-%*	*7%*	*5%*	*4%*	*-%*
NET: Satisfied	**10**	4	1	4	10	8	10	8	2	2	10	3	-	6	8	10	1
	94%	*100%*	*100%*	*86%*	*94%*	*92%*	*94%*	*93%*	*79%*	*100%*	*94%*	*100%*	*-%*	*90%*	*92%*	*94%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	15	11	9	1	-	13	15	15	15	15	15	-	12	15	4	4	8	2
Weighted total	11	7	7	1	-	9	11	11	11	11	11	-	9	11	1	2	8	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	-	*
	2%	3%	3%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	14%	-%	-%	45%
Fairly satisfied	5	4	2	-	-	4	5	5	5	5	5	-	4	5	*	*	4	*
	44%	61%	28%	-%	-%	49%	44%	44%	44%	44%	44%	-%	51%	44%	15%	8%	51%	55%
Very satisfied	5	2	5	1	-	4	5	5	5	5	5	-	4	5	1	1	4	-
	50%	30%	69%	100%	-%	45%	50%	50%	50%	50%	50%	-%	41%	50%	71%	71%	49%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	4%	6%	-%	-%	-%	5%	4%	4%	4%	4%	4%	-%	5%	4%	-%	21%	-%	-%
NET: Satisfied	10	7	6	1	-	8	10	10	10	10	10	-	8	10	1	2	8	*
	94%	91%	97%	100%	-%	93%	94%	94%	94%	94%	94%	-%	93%	94%	86%	79%	100%	55%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	15	2	-	12	12	3	15	-	6	-	3	11	4	11
Weighted total	11	1	-	9	10	1	11	-	5	-	1	10	1	10
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	*	*	-	*	-	-	-	*	-	*	-
	2%	-%	-%	2%	2%	-%	2%	-%	-%	-%	35%	-%	23%	-%
Fairly satisfied	5	*	-	4	4	*	5	-	3	-	*	4	1	4
	44%	16%	-%	51%	46%	25%	44%	-%	51%	-%	65%	41%	77%	41%
Very satisfied	5	1	-	4	5	1	5	-	2	-	-	5	-	5
	50%	84%	-%	41%	48%	75%	50%	-%	49%	-%	-%	54%	-%	54%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	-	-	-	*	-	*
	4%	-%	-%	5%	5%	-%	4%	-%	-%	-%	-%	4%	-%	4%
NET: Satisfied	10	1	-	8	9	1	10	-	5	-	*	9	1	9
	94%	100%	-%	93%	94%	100%	94%	-%	100%	-%	65%	96%	77%	96%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted total	15	13	-	1	3	2	1	1	3	1	3
Weighted total	11	9	-	*	2	2	1	*	2	*	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	-	-	*	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	11%	-%	-%
Fairly satisfied	5	3	-	*	*	1	-	*	*	-	3
	44%	38%	-%	100%	8%	73%	-%	100%	14%	-%	86%
Very satisfied	5	5	-	-	2	*	1	-	1	*	-
	50%	60%	-%	-%	92%	27%	100%	-%	75%	100%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%
NET: Satisfied	10	9	-	*	2	2	1	*	1	*	3
	94%	98%	-%	100%	100%	100%	100%	100%	89%	100%	86%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b - a,b,c

Ofcom; Business Postal Tracker

Table 190

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	1	-	1	-	-	1	-	-	1	-	3
Weighted total	3	-	-	2	-	*	-	-	*	-	-	*	-	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	2	-	-	-	-	-	-	-	-	-	2
	83%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	86%
Very satisfied	*	-	-	-	-	*	-	-	*	-	-	*	-	*
	17%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	14%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	2	-	*	-	-	*	-	-	*	-	3
	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	4	-	1	-	1	1	-	1	1	2	1	-	3	3	1
Weighted total	3	-	*	-	*	2	-	*	2	*	*	-	*	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	83%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	86%	-%
Very satisfied	*	-	*	-	*	-	-	*	-	*	*	-	*	*	*
	17%	-%	100%	-%	100%	-%	-%	100%	-%	100%	100%	-%	100%	14%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	*	-	*	2	-	*	2	*	*	-	*	3	*
	100%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	-	-	2	-	2	2	-	2	2	1	1	1	-	1	-	-
Weighted total	3	-	-	3	-	3	*	-	3	*	2	*	*	-	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	2	-	2	-	-	2	-	2	-	-	-	-	-	-
	83%	-%	-%	92%	-%	93%	-%	-%	93%	-%	100%	-%	-%	-%	-%	-%	-%
Very satisfied	*	-	-	*	-	*	*	-	*	*	-	*	*	-	*	-	-
	17%	-%	-%	8%	-%	7%	100%	-%	7%	100%	-%	100%	100%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	3	-	3	*	-	3	*	2	*	*	-	*	-	-
	100%	-%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	4	-	1	-	1	-	-	4	-	4	-	-	4
Weighted total	3	-	*	-	*	-	-	3	-	3	-	-	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	-	-	-	2	-	2	-	-	2
	83%	-%	-%	-%	-%	-%	-%	83%	-%	83%	-%	-%	83%
Very satisfied	*	-	*	-	*	-	-	*	-	*	-	-	*
	17%	-%	100%	-%	100%	-%	-%	17%	-%	17%	-%	-%	17%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	*	-	*	-	-	3	-	3	-	-	3
	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	4	1	2	1	4	4	4	2	1	1	3	1	-	1	2	3	1
Weighted total	3	*	3	*	3	3	3	*	*	*	*	*	-	*	*	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	2	-	2	2	2	-	-	-	-	-	-	-	-	2	-
	83%	-%	93%	-%	83%	83%	83%	-%	-%	-%	-%	-%	-%	-%	-%	89%	-%
Very satisfied	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*
	17%	100%	7%	100%	17%	17%	17%	100%	100%	100%	100%	100%	-%	100%	100%	11%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	3	*	3	3	3	*	*	*	*	*	-	*	*	3	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	4	-	-	-	-	-	4	4	4	4	4	-	2	4	1	2	2	-
Weighted total	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	-	-	2	2	2	2	2	-	-	2	-	-	2	-
	83%	-%	-%	-%	-%	-%	83%	83%	83%	83%	83%	-%	-%	83%	-%	-%	93%	-%
Very satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	*	-
	17%	-%	-%	-%	-%	-%	17%	17%	17%	17%	17%	-%	100%	17%	100%	100%	7%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	-	-	-	3	3	3	3	3	-	*	3	*	*	3	-
	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	4	2	-	2	3	1	4	-	-	-	-	-	1	3
Weighted total	3	*	-	3	*	2	3	-	-	-	-	-	*	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	2	-	2	2	-	-	-	-	-	-	2
	83%	-%	-%	93%	-%	100%	83%	-%	-%	-%	-%	-%	-%	90%
Very satisfied	*	*	-	*	*	-	*	-	-	-	-	-	*	*
	17%	100%	-%	7%	100%	-%	17%	-%	-%	-%	-%	-%	100%	10%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	3	*	2	3	-	-	-	-	-	*	3
	100%	100%	-%	100%	100%	100%	100%	-%	-%	-%	-%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month		Month
	TOTAL	Satisfied	Dissatisfied	Jan	Apr	Jun	Oct
Significance Level: 95%		*a	*b	*a	*a	*b	*a
Unweighted total	4	3	-	1	1	1	1
Weighted total	3	3	-	*	*	*	2
Very dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	-	-	-	-	2
	83%	90%	-%	-%	-%	-%	100%
Very satisfied	*	*	-	*	*	*	-
	17%	10%	-%	100%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	*	*	*	2
	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	1	-	1	-	-	-	1	2	1	1	-	5
Weighted total	6	-	2	-	1	-	-	-	2	1	*	*	-	6
Very dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	26%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	28%
Fairly dissatisfied	2	-	2	-	-	-	-	-	-	*	-	-	-	2
	28%	-%	100%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	31%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Fairly satisfied	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	38%	-%	-%	-%	100%	-%	-%	-%	-%	88%	-%	-%	-%	42%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	-	1	-	-	-	-	1	-	*	-	2
	40%	-%	-%	-%	100%	-%	-%	-%	-%	88%	-%	100%	-%	42%
NET: Dissatisfied	3	-	2	-	-	-	-	-	2	*	-	-	-	3
	54%	-%	100%	-%	-%	-%	-%	-%	100%	12%	-%	-%	-%	58%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	2	-	-	2	-	3	5	2	-	-	2	4	3
Weighted total	6	-	*	-	-	2	-	4	6	*	-	-	*	4	2
Very dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	26%	-%	-%	-%	-%	-%	-%	44%	27%	-%	-%	-%	-%	-%	75%
Fairly dissatisfied	2	-	*	-	-	-	-	2	2	*	-	-	*	2	-
	28%	-%	62%	-%	-%	-%	-%	44%	26%	62%	-%	-%	62%	42%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	7%	-%	-%	-%	-%	-%	-%	12%	7%	-%	-%	-%	-%	-%	20%
Fairly satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	38%	-%	-%	-%	-%	100%	-%	-%	40%	-%	-%	-%	-%	58%	-%
Very satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	2%	-%	38%	-%	-%	-%	-%	-%	-%	38%	-%	-%	38%	-%	5%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	*	-	-	2	-	-	2	*	-	-	*	2	*
	40%	-%	38%	-%	-%	100%	-%	-%	40%	38%	-%	-%	38%	58%	5%
NET: Dissatisfied	3	-	*	-	-	-	-	3	3	*	-	-	*	2	2
	54%	-%	62%	-%	-%	-%	-%	88%	53%	62%	-%	-%	62%	42%	75%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	1	2	1	-	2	5	-	2	5	3	3	1	-	-	-	-
Weighted total	6	1	2	*	-	3	3	-	3	3	5	2	*	-	-	-	-
Very dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	26%	-%	-%	-%	-%	50%	-%	-%	50%	-%	37%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	-	-	2	*	-	2	*	2	-	*	-	-	-	-
	28%	-%	79%	-%	-%	50%	5%	-%	50%	5%	36%	-%	100%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	7%	-%	21%	-%	-%	-%	14%	-%	-%	14%	-%	24%	-%	-%	-%	-%	-%
Fairly satisfied	2	1	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
	38%	100%	-%	-%	-%	-%	78%	-%	-%	78%	27%	70%	-%	-%	-%	-%	-%
Very satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	2%	-%	-%	100%	-%	-%	3%	-%	-%	3%	-%	6%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	-	*	-	-	3	-	-	3	1	1	-	-	-	-	-
	40%	100%	-%	100%	-%	-%	81%	-%	-%	81%	27%	76%	-%	-%	-%	-%	-%
NET: Dissatisfied	3	-	2	-	-	3	*	-	3	*	3	-	*	-	-	-	-
	54%	-%	79%	-%	-%	100%	5%	-%	100%	5%	73%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	2	2	1	-	2	5	2	2	5	-	7	-
Weighted total	6	3	2	*	-	1	6	*	2	5	-	6	-
Very dissatisfied	2	2	-	-	-	-	2	-	-	2	-	2	-
	26%	50%	-%	-%	-%	-%	27%	-%	-%	34%	-%	26%	-%
Fairly dissatisfied	2	2	-	-	-	*	2	*	-	2	-	2	-
	28%	50%	-%	-%	-%	29%	26%	62%	-%	38%	-%	28%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	*	*	-	*	-	-	*	-
	7%	-%	-%	-%	-%	71%	7%	-%	26%	-%	-%	7%	-%
Fairly satisfied	2	-	2	-	-	-	2	-	1	1	-	2	-
	38%	-%	100%	-%	-%	-%	40%	-%	74%	26%	-%	38%	-%
Very satisfied	*	-	-	*	-	-	-	*	-	*	-	*	-
	2%	-%	-%	100%	-%	-%	-%	38%	-%	2%	-%	2%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	2	*	-	-	2	*	1	1	-	3	-
	40%	-%	100%	100%	-%	-%	40%	38%	74%	28%	-%	40%	-%
NET: Dissatisfied	3	3	-	-	-	*	3	*	-	3	-	3	-
	54%	100%	-%	-%	-%	29%	53%	62%	-%	72%	-%	54%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	3	2	2	5	5	6	6	1	5	4	6	-	1	4	6	3
Weighted total	6	3	2	2	5	4	5	5	*	3	3	5	-	2	3	5	2
Very dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	26%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	*	-	2	2	2	2	-	*	*	*	-	2	2	2	-
	28%	55%	10%	-%	35%	51%	38%	38%	-%	5%	6%	4%	-%	100%	52%	38%	-%
Neither satisfied nor dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	7%	-%	-%	26%	9%	12%	9%	9%	100%	14%	14%	9%	-%	-%	12%	9%	24%
Fairly satisfied	2	1	-	1	2	1	2	2	-	2	2	2	-	-	1	2	1
	38%	41%	-%	74%	53%	34%	51%	51%	-%	78%	80%	51%	-%	-%	35%	51%	70%
Very satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	2%	4%	-%	-%	2%	3%	2%	2%	-%	3%	-%	2%	-%	-%	-%	2%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	-	1	3	1	3	3	-	3	2	3	-	-	1	3	1
	40%	45%	-%	74%	55%	37%	53%	53%	-%	81%	80%	53%	-%	-%	35%	53%	76%
NET: Dissatisfied	3	2	2	-	2	2	2	2	-	*	*	2	-	2	2	2	-
	54%	55%	100%	-%	35%	51%	38%	38%	-%	5%	6%	38%	-%	100%	52%	38%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	4	4	1	-	6	7	7	7	7	7	-	6	7	2	3	4	-
Weighted total	6	5	2	*	-	6	6	6	6	6	6	-	6	6	1	2	4	-
Very dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	26%	-%	-%	-%	-%	26%	26%	26%	26%	26%	26%	-%	26%	26%	-%	73%	-%	-%
Fairly dissatisfied	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	*	2	-
	28%	36%	9%	-%	-%	28%	28%	28%	28%	28%	28%	-%	28%	28%	-%	8%	39%	-%
Neither satisfied nor dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
	7%	10%	22%	-%	-%	7%	7%	7%	7%	7%	7%	-%	7%	7%	80%	19%	-%	-%
Fairly satisfied	2	2	1	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	38%	54%	63%	-%	-%	39%	38%	38%	38%	38%	38%	-%	39%	38%	-%	-%	59%	-%
Very satisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	*	-	*	-
	2%	-%	5%	100%	-%	-%	2%	2%	2%	2%	2%	-%	-%	2%	20%	-%	3%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	1	*	-	2	3	3	3	3	3	-	2	3	*	-	3	-
	40%	54%	69%	100%	-%	39%	40%	40%	40%	40%	40%	-%	39%	40%	20%	-%	61%	-%
NET: Dissatisfied	3	2	*	-	-	3	3	3	3	3	3	-	3	3	-	2	2	-
	54%	36%	9%	-%	-%	54%	54%	54%	54%	54%	54%	-%	54%	54%	-%	81%	39%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	1	4	6	1	7	-	3	1	3	4	-	7
Weighted total	6	2	2	3	5	1	6	-	3	*	3	3	-	6
Very dissatisfied	2	-	2	-	2	-	2	-	2	-	-	2	-	2
	26%	*-%*	*100%*	*-%*	*32%*	*-%*	*26%*	*-%*	*55%*	*-%*	*-%*	*52%*	*-%*	*26%*
Fairly dissatisfied	2	2	-	-	2	-	2	-	-	-	2	*	-	2
	28%	*100%*	*-%*	*-%*	*35%*	*-%*	*28%*	*-%*	*-%*	*-%*	*50%*	*6%*	*-%*	*28%*
Neither satisfied nor dissatisfied	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	7%	*-%*	*-%*	*14%*	*8%*	*-%*	*7%*	*-%*	*-%*	*100%*	*13%*	*-%*	*-%*	*7%*
Fairly satisfied	2	-	-	2	1	1	2	-	1	-	1	1	-	2
	38%	*-%*	*-%*	*82%*	*24%*	*100%*	*38%*	*-%*	*41%*	*-%*	*37%*	*39%*	*-%*	*38%*
Very satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	2%	*-%*	*-%*	*4%*	*2%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*3%*	*-%*	*2%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	-	-	3	1	1	3	-	1	-	1	1	-	3
	40%	*-%*	*-%*	*86%*	*26%*	*100%*	*40%*	*-%*	*45%*	*-%*	*37%*	*42%*	*-%*	*40%*
NET: Dissatisfied	3	2	2	-	3	-	3	-	2	-	2	2	-	3
	54%	*100%*	*100%*	*-%*	*66%*	*-%*	*54%*	*-%*	*55%*	*-%*	*50%*	*58%*	*-%*	*54%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month	Month		
	TOTAL	Satisfied	Dissatisfied	Feb	May	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*a	*b	*c
Unweighted total	7	7	-	2	1	1	2	1
Weighted total	6	6	-	2	2	1	1	*
Very dissatisfied	2	2	-	2	-	-	-	-
	26%	26%	-%	90%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	*	2	-	-	-
	28%	28%	-%	10%	100%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	-	*
	7%	7%	-%	-%	-%	-%	-%	100%
Fairly satisfied	2	2	-	-	-	1	1	-
	38%	38%	-%	-%	-%	100%	92%	-%
Very satisfied	*	*	-	-	-	-	*	-
	2%	2%	-%	-%	-%	-%	8%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	-	-	1	1	-
	40%	40%	-%	-%	-%	100%	100%	-%
NET: Dissatisfied	3	3	-	2	2	-	-	-
	54%	54%	-%	100%	100%	-%	-%	-%

Columns Tested: a,b - a,b,c

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	1	-	-	-	-	-	-	-	2
Weighted total	2	-	2	-	-	*	-	-	-	-	-	-	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	90%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%
NET: Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	90%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	-	1	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	-	*	-	*	2	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	TOTAL	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	1	-	1	2	-	-	2	-	1	-	1	-	-	-	-
Weighted total	2	-	2	-	*	2	-	-	2	-	2	-	*	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	100%	-%	-%	90%	-%	-%	90%	-%	100%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	10%	-%	-%	-%	100%	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	10%	-%	-%	-%	100%	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	100%	-%	-%	90%	-%	-%	90%	-%	100%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	-	2	-	-	2	-	2	-
Weighted total	2	2	-	-	-	-	2	-	-	2	-	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	-	-	2	-	-	2	-	2	-
	90%	90%	-%	-%	-%	-%	90%	-%	-%	90%	-%	90%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	*	-	-	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	-%	-%	10%	-%	-%	10%	-%	10%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	-%	-%	10%	-%	-%	10%	-%	10%	-%
NET: Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	2	-
	90%	90%	-%	-%	-%	-%	90%	-%	-%	90%	-%	90%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	-	-	2	2	2	2	-	-	1	-	-	2	1	2	-
Weighted total	2	2	-	-	2	2	2	2	-	-	*	-	-	2	2	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-
	90%	90%	-%	-%	90%	90%	90%	90%	-%	-%	-%	-%	-%	90%	100%	90%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	10%	10%	10%	10%	-%	-%	100%	-%	-%	10%	-%	10%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	10%	10%	-%	-%	10%	10%	10%	10%	-%	-%	100%	-%	-%	10%	-%	10%	-%
NET: Dissatisfied	2	2	-	-	2	2	2	2	-	-	-	-	-	2	2	2	-
	90%	90%	-%	-%	90%	90%	90%	90%	-%	-%	-%	-%	-%	90%	100%	90%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	1	-	-	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	90%	90%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	100%	100%	-%	-%	90%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	10%	10%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	-%	-%	-%	-%	10%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	10%	10%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	-%	-%	-%	-%	10%	-%
NET: Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	90%	90%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	100%	100%	-%	-%	90%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	-	1	2	-	2	-	-	1	2	-	-	2
Weighted total	2	2	-	*	2	-	2	-	-	*	2	-	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	2	-	2	-	-	-	2	-	-	2
	90%	100%	-%	-%	90%	-%	90%	-%	-%	-%	90%	-%	-%	90%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	10%	-%	-%	100%	10%	-%	10%	-%	-%	100%	10%	-%	-%	10%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	10%	-%	-%	100%	10%	-%	10%	-%	-%	100%	10%	-%	-%	10%
NET: Dissatisfied	2	2	-	-	2	-	2	-	-	-	2	-	-	2
	90%	100%	-%	-%	90%	-%	90%	-%	-%	-%	90%	-%	-%	90%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Month	Month
		Satisfied	Dissatisfied	Feb	May
Significance Level: 95%		*a	*b	*a	*a
Unweighted total	2	2	-	1	1
Weighted total	2	2	-	*	2
Very dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	2
	90%	90%	-%	-%	100%
Neither satisfied nor dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly satisfied	*	*	-	*	-
	10%	10%	-%	100%	-%
Very satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-
	10%	10%	-%	100%	-%
NET: Dissatisfied	2	2	-	-	2
	90%	90%	-%	-%	100%
Columns Tested: a,b					

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	6	-	-	-	1	-	-	-	2	1	1	-	1	4
Weighted total	6	-	-	-	1	-	-	-	3	1	*	-	*	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	-	-	-	*	-	*	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%
Very satisfied	2	-	-	-	1	-	-	-	-	1	-	-	-	2
	40%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	44%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	3	-	-	-	-	3
	51%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	56%
NET: Satisfied	3	-	-	-	1	-	-	-	-	1	*	-	*	2
	49%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	44%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	6	-	2	-	-	-	-	4	5	-	1	-	1	4	2
Weighted total	6	-	3	-	-	-	-	3	6	-	*	-	*	4	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	1	*	-	*	-	*	*	*
	9%	-%	-%	-%	-%	-%	-%	17%	7%	-%	100%	-%	100%	10%	6%
Very satisfied	2	-	1	-	-	-	-	1	2	-	-	-	-	2	-
	40%	-%	42%	-%	-%	-%	-%	38%	41%	-%	-%	-%	-%	56%	-%
Don't Know (DO NOT READ OUT)	3	-	2	-	-	-	-	1	3	-	-	-	-	1	2
	51%	-%	58%	-%	-%	-%	-%	45%	52%	-%	-%	-%	-%	34%	94%
NET: Satisfied	3	-	1	-	-	-	-	2	3	-	*	-	*	3	*
	49%	-%	42%	-%	-%	-%	-%	55%	48%	-%	100%	-%	100%	66%	6%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	3	-	1	-	2	4	-	2	4	-	1	1	2	-	-	-
Weighted total	6	3	-	1	-	2	4	-	2	4	-	1	*	2	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	-	-	-	*	*	-	*	*	-	-	*	*	-	-	-
	9%	13%	-%	-%	-%	6%	10%	-%	6%	10%	-%	-%	100%	26%	-%	-%	-%
Very satisfied	2	1	-	-	-	-	2	-	-	2	-	1	-	1	-	-	-
	40%	37%	-%	-%	-%	-%	56%	-%	-%	56%	-%	100%	-%	74%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	2	-	1	-	2	1	-	2	1	-	-	-	-	-	-	-
	51%	50%	-%	100%	-%	94%	34%	-%	94%	34%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	-	-	*	3	-	*	3	-	1	*	2	-	-	-
	49%	50%	-%	-%	-%	6%	66%	-%	6%	66%	-%	100%	100%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	6	3	-	1	1	-	2	4	2	4	-	4	2
Weighted total	6	3	-	1	1	-	1	5	1	5	-	4	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	-	-	-	-	*	*	*	*	-	*	*
	9%	4%	-%	-%	-%	-%	8%	9%	8%	9%	-%	3%	23%
Very satisfied	2	1	-	-	1	-	1	1	1	1	-	2	-
	40%	41%	-%	-%	100%	-%	92%	26%	92%	26%	-%	58%	-%
Don't Know (DO NOT READ OUT)	3	2	-	1	-	-	-	3	-	3	-	2	1
	51%	56%	-%	100%	-%	-%	-%	65%	-%	65%	-%	39%	77%
NET: Satisfied	3	1	-	-	1	-	1	2	1	2	-	3	*
	49%	44%	-%	-%	100%	-%	100%	35%	100%	35%	-%	61%	23%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	6	4	1	1	4	3	4	4	1	5	4	5	-	-	4	5	-
Weighted total	6	4	1	1	3	2	3	4	1	6	3	6	-	-	6	4	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	1	1	1	*	-	*	1	*	-	-	-	1	-
	9%	15%	-%	-%	18%	31%	18%	2%	-%	2%	18%	2%	-%	-%	-%	12%	-%
Very satisfied	2	-	1	1	2	1	2	1	1	2	2	2	-	-	2	2	-
	40%	-%	100%	100%	82%	69%	82%	28%	100%	43%	82%	43%	-%	-%	44%	55%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	-	3	-	3	-	3	-	-	3	1	-
	51%	85%	-%	-%	-%	-%	-%	70%	-%	55%	-%	55%	-%	-%	56%	33%	-%
NET: Satisfied	3	1	1	1	3	2	3	1	1	3	3	3	-	-	2	3	-
	49%	15%	100%	100%	100%	100%	100%	30%	100%	45%	100%	45%	-%	-%	44%	67%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	6	3	3	-	-	4	6	5	6	6	6	-	3	6	1	2	4	-
Weighted total	6	3	3	-	-	4	6	4	6	6	6	-	4	6	1	3	3	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	*	-	-	*	1	1	1	1	1	-	-	1	-	-	1	-
	9%	4%	4%	-%	-%	3%	9%	12%	9%	9%	9%	-%	-%	9%	-%	-%	16%	-%
Very satisfied	2	2	2	-	-	2	2	2	2	2	2	-	1	2	-	1	1	-
	40%	96%	96%	-%	-%	58%	40%	55%	40%	40%	40%	-%	28%	40%	-%	45%	36%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	2	3	1	3	3	3	-	3	3	1	1	2	-
	51%	-%	-%	-%	-%	39%	51%	33%	51%	51%	51%	-%	72%	51%	100%	55%	48%	-%
NET: Satisfied	3	3	3	-	-	3	3	3	3	3	3	-	1	3	-	1	2	-
	49%	100%	100%	-%	-%	61%	49%	67%	49%	49%	49%	-%	28%	49%	-%	45%	52%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	6	2	-	4	4	2	6	-	4	-	1	3	2	4
Weighted total	6	3	-	3	3	3	6	-	4	-	1	3	2	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	1	1	-	1	-	*	-	-	*	*	*
	9%	-%	-%	16%	16%	-%	9%	-%	3%	-%	-%	4%	23%	3%
Very satisfied	2	1	-	1	1	1	2	-	2	-	1	1	-	2
	40%	46%	-%	36%	36%	45%	40%	-%	58%	-%	100%	41%	-%	58%
Don't Know (DO NOT READ OUT)	3	1	-	2	2	1	3	-	2	-	-	2	1	2
	51%	54%	-%	48%	48%	55%	51%	-%	39%	-%	-%	55%	77%	39%
NET: Satisfied	3	1	-	2	2	1	3	-	3	-	1	1	*	3
	49%	46%	-%	52%	52%	45%	49%	-%	61%	-%	100%	45%	23%	61%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4a Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (1st) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month		Month
	TOTAL	Satisfied	Dissatisfied	Apr	Jun	Dec
Significance Level: 95%		*a	*b	*a	*b	*a
Unweighted total	6	6	-	2	1	3
Weighted total	6	6	-	2	2	3
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	*	-	*
	9%	9%	-%	26%	-%	4%
Very satisfied	2	2	-	1	-	1
	40%	40%	-%	74%	-%	44%
Don't Know (DO NOT READ OUT)	3	3	-	-	2	1
	51%	51%	-%	-%	100%	52%
NET: Satisfied	3	3	-	2	-	1
	49%	49%	-%	100%	-%	48%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	-	1	-	1
Weighted total	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	-	*	-	*	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	*	-	-	*
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	1
Weighted total	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	*	*
	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	100%	100%	100%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	-	1	-	1	1	1	-	1	1	1	-	1	-
Weighted total	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	*	-	*	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	1	-	-	-	-	-	1	-
Weighted total	*	-	-	*	-	*	*	-	-	-	-	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	-	-	-	-	*	-
	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4a Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4a Other (3rd) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month
	TOTAL	Satisfied	Dissatisfied	Jun
Significance Level: 95%		*a	*b	*a
Unweighted total	1	1	-	1
Weighted total	*	*	-	*
Very dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-
	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-
	-%	-%	-%	-%
Fairly satisfied	-	-	-	-
	-%	-%	-%	-%
Very satisfied	-	-	-	-
	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*
	100%	*100%*	-%	*100%*
NET: Satisfied	-	-	-	-
	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-
	-%	-%	-%	-%
Columns Tested: a,b				

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	25	2	2	1	1	2	4	1	4	2	3	1	2	19
Weighted total	27	2	2	2	1	2	7	*	5	2	1	*	1	24
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	-	-	-	-	-	2	-	-	-	-	*	-	2
	10%	-%	-%	-%	-%	-%	32%	-%	-%	-%	-%	100%	-%	10%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	-	2	2	-	1	2	*	*	-	1	-	-	8
	34%	-%	100%	100%	-%	49%	32%	100%	4%	-%	100%	-%	-%	33%
Very satisfied	12	2	-	-	1	1	*	-	5	2	-	-	1	12
	46%	100%	-%	-%	100%	51%	3%	-%	96%	100%	-%	-%	100%	47%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	9%	-%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	10%
NET: Satisfied	22	2	2	2	1	2	3	*	5	2	1	-	1	20
	81%	100%	100%	100%	100%	100%	35%	100%	100%	100%	100%	-%	100%	81%
NET: Dissatisfied	3	-	-	-	-	-	2	-	-	-	-	*	-	2
	10%	-%	-%	-%	-%	-%	32%	-%	-%	-%	-%	100%	-%	10%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	-	3	-	2	11	1	7	19	3	3	-	6	11	14
Weighted total	27	-	3	-	1	11	2	8	25	1	*	-	1	14	12
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	-	-	-	*	-	-	2	3	-	-	-	-	-	3
	10%	-%	-%	-%	50%	-%	-%	29%	11%	-%	-%	-%	-%	-%	23%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	-	-	-	*	4	-	3	8	*	*	-	1	7	3
	34%	-%	-%	-%	50%	38%	-%	38%	33%	47%	100%	-%	68%	46%	21%
Very satisfied	12	-	3	-	-	7	-	3	12	*	-	-	*	5	7
	46%	-%	100%	-%	-%	62%	-%	33%	47%	53%	-%	-%	32%	37%	57%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	2	-	2	-	-	-	-	2	-
	9%	-%	-%	-%	-%	-%	100%	-%	9%	-%	-%	-%	-%	17%	-%
NET: Satisfied	22	-	3	-	*	11	-	6	20	1	*	-	1	12	10
	81%	-%	100%	-%	50%	100%	-%	71%	80%	100%	100%	-%	100%	83%	77%
NET: Dissatisfied	3	-	-	-	*	-	-	2	3	-	-	-	-	-	3
	10%	-%	-%	-%	50%	-%	-%	29%	11%	-%	-%	-%	-%	-%	23%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	10	3	4	-	7	18	1	6	18	8	5	2	3	-	1	-
Weighted total	27	11	3	4	-	7	20	2	5	20	11	3	1	4	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	*	-	2	-	-	3	-	-	3	2	-	*	-	-	-	-
	10%	4%	-%	54%	-%	-%	14%	-%	-%	14%	21%	-%	80%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	2	2	1	-	2	7	-	2	7	1	1	*	1	-	*	-
	34%	17%	50%	13%	-%	29%	36%	-%	45%	36%	13%	39%	20%	33%	-%	100%	-%
Very satisfied	12	6	2	1	-	3	10	-	3	10	5	2	-	2	-	-	-
	46%	58%	50%	34%	-%	36%	50%	-%	55%	50%	45%	61%	-%	67%	-%	-%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	9%	21%	-%	-%	-%	34%	-%	100%	-%	-%	21%	-%	-%	-%	-%	-%	-%
NET: Satisfied	22	8	3	2	-	5	17	-	5	17	6	3	*	4	-	*	-
	81%	75%	100%	46%	-%	66%	86%	-%	100%	86%	58%	100%	20%	100%	-%	100%	-%
NET: Dissatisfied	3	*	-	2	-	-	3	-	-	3	2	-	*	-	-	-	-
	10%	4%	-%	54%	-%	-%	14%	-%	-%	14%	21%	-%	80%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	25	10	3	2	3	6	13	12	11	14	-	23	2
Weighted total	27	9	4	3	3	6	13	14	13	14	-	25	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	3	-	-	-	-	*	2	*	2	-	3	-
	10%	32%	-%	-%	-%	-%	3%	17%	3%	17%	-%	11%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	2	3	-	*	4	4	6	5	5	-	9	-
	34%	23%	67%	-%	6%	72%	28%	40%	35%	33%	-%	37%	-%
Very satisfied	12	4	1	3	3	2	6	6	6	7	-	11	2
	46%	45%	33%	100%	94%	28%	50%	43%	43%	50%	-%	43%	100%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	2	-	2	-	-	2	-
	9%	-%	-%	-%	-%	-%	19%	-%	18%	-%	-%	9%	-%
NET: Satisfied	22	6	4	3	3	6	10	12	10	11	-	20	2
	81%	68%	100%	100%	100%	100%	78%	83%	78%	83%	-%	79%	100%
NET: Dissatisfied	3	3	-	-	-	-	*	2	*	2	-	3	-
	10%	32%	-%	-%	-%	-%	3%	17%	3%	17%	-%	11%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	25	6	4	14	16	11	16	22	7	16	13	21	-	3	20	23	6
Weighted total	27	8	4	13	13	7	13	23	5	19	11	21	-	3	19	25	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	2	-	*	*	*	*	3	*	3	3	3	-	-	3	3	-
	10%	29%	-%	3%	3%	6%	3%	12%	8%	15%	26%	13%	-%	-%	15%	11%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	*	*	7	3	2	3	9	3	4	3	6	-	3	5	9	3
	34%	1%	12%	53%	20%	32%	20%	38%	62%	24%	23%	29%	-%	100%	27%	36%	46%
Very satisfied	12	3	3	6	7	5	7	11	2	12	6	12	-	-	11	11	3
	46%	41%	88%	43%	58%	62%	58%	49%	30%	61%	51%	58%	-%	-%	58%	44%	54%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	-	2	-	-	-	-	-	-	-	-	2	-
	9%	29%	-%	-%	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%
NET: Satisfied	22	3	4	13	10	7	10	20	5	16	8	19	-	3	16	20	6
	81%	42%	100%	97%	78%	94%	78%	88%	92%	85%	74%	87%	-%	100%	85%	79%	100%
NET: Dissatisfied	3	2	-	*	*	*	*	3	*	3	3	3	-	-	3	3	-
	10%	29%	-%	3%	3%	6%	3%	12%	8%	15%	26%	13%	-%	-%	15%	11%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	25	18	12	1	1	19	25	22	25	24	25	-	17	24	10	10	13	1
Weighted total	27	18	10	2	1	19	27	22	27	24	27	-	14	24	9	13	13	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	3	-	-	-	3	3	3	3	3	3	-	*	3	3	2	*	-
	10%	15%	-%	-%	-%	15%	10%	12%	10%	11%	10%	-%	3%	11%	33%	18%	3%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	5	5	-	-	6	9	9	9	9	9	-	3	7	1	7	2	*
	34%	29%	46%	-%	-%	33%	34%	41%	34%	38%	34%	-%	22%	28%	12%	52%	12%	100%
Very satisfied	12	8	6	2	1	8	12	11	12	12	12	-	11	12	5	4	8	-
	46%	43%	54%	100%	100%	40%	46%	47%	46%	51%	46%	-%	75%	51%	56%	31%	66%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	2	-	2	-	2	-	-	2	-	-	2	-
	9%	13%	-%	-%	-%	12%	9%	-%	9%	-%	9%	-%	-%	10%	-%	-%	19%	-%
NET: Satisfied	22	13	10	2	1	14	22	20	22	22	22	-	14	19	6	11	10	*
	81%	72%	100%	100%	100%	73%	81%	88%	81%	89%	81%	-%	97%	79%	67%	82%	78%	100%
NET: Dissatisfied	3	3	-	-	-	3	3	3	3	3	3	-	*	3	3	2	*	-
	10%	15%	-%	-%	-%	15%	10%	12%	10%	11%	10%	-%	3%	11%	33%	18%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	8	3	14	15	10	25	-	14	1	8	15	6	19
Weighted total	27	10	4	12	16	10	27	-	16	*	9	16	8	19
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	2	-	*	2	*	3	-	3	-	-	3	3	-
	10%	23%	-%	3%	14%	4%	10%	-%	18%	-%	-%	17%	37%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	2	3	4	7	2	9	-	4	*	3	6	1	8
	34%	22%	63%	35%	45%	16%	34%	-%	27%	100%	38%	36%	19%	40%
Very satisfied	12	6	1	5	7	6	12	-	6	-	6	5	3	9
	46%	55%	37%	43%	40%	56%	46%	-%	40%	-%	62%	32%	44%	48%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	2	2	-	2	-	-	2	-	2
	9%	-%	-%	19%	-%	23%	9%	-%	15%	-%	-%	15%	-%	12%
NET: Satisfied	22	8	4	10	14	7	22	-	11	*	9	11	5	17
	81%	77%	100%	78%	86%	73%	81%	-%	67%	100%	100%	68%	63%	88%
NET: Dissatisfied	3	2	-	*	2	*	3	-	3	-	-	3	3	-
	10%	23%	-%	3%	14%	4%	10%	-%	18%	-%	-%	17%	37%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4b Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (1st) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	25	22	1	1	1	9	3	3	8
Weighted total	27	22	2	1	1	6	4	5	9
Very dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	3	-	2	-	-	*	-	-	2
	10%	-%	100%	-%	-%	7%	-%	-%	26%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	8	-	-	1	1	*	5	2
	34%	34%	-%	-%	100%	10%	5%	92%	27%
Very satisfied	12	12	-	1	-	5	1	*	4
	46%	55%	-%	100%	-%	83%	33%	8%	47%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	2	-	-
	9%	11%	-%	-%	-%	-%	62%	-%	-%
NET: Satisfied	22	20	-	1	1	6	1	5	7
	81%	89%	-%	100%	100%	93%	38%	100%	74%
NET: Dissatisfied	3	-	2	-	-	*	-	-	2
	10%	-%	100%	-%	-%	7%	-%	-%	26%

Columns Tested: a,b - a,b,c - a,b,c

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	1	-	-	1	3	-	-	1	-	-	1	6
Weighted total	9	-	1	-	-	1	5	-	-	1	-	-	*	9
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	25%	-%	-%	-%	-%	-%	48%	-%	-%	-%	-%	-%	-%	27%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	-	1	-	-	1	3	-	-	1	-	-	*	6
	75%	-%	100%	-%	-%	100%	52%	-%	-%	100%	-%	-%	100%	73%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	1	-	-	1	3	-	-	1	-	-	*	6
	75%	-%	100%	-%	-%	100%	52%	-%	-%	100%	-%	-%	100%	73%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	-	-	-	5	-	1	6	1	-	-	1	4	3
Weighted total	9	-	-	-	-	5	-	2	9	*	-	-	*	5	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	25%	-%	-%	-%	-%	43%	-%	-%	26%	-%	-%	-%	-%	45%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	-	-	-	-	3	-	2	7	*	-	-	*	3	4
	75%	-%	-%	-%	-%	57%	-%	100%	74%	100%	-%	-%	100%	55%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	-	-	-	3	-	2	7	*	-	-	*	3	4
	75%	-%	-%	-%	-%	57%	-%	100%	74%	100%	-%	-%	100%	55%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	3	-	1	-	2	5	-	2	5	5	-	-	1	-	-	-
Weighted total	9	3	-	2	-	2	7	-	2	7	6	-	-	1	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
	25%	-%	-%	-%	-%	-%	32%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	3	-	2	-	2	5	-	2	5	6	-	-	1	-	-	-
	75%	100%	-%	100%	-%	100%	68%	-%	100%	68%	100%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	3	-	2	-	2	5	-	2	5	6	-	-	1	-	-	-
	75%	100%	-%	100%	-%	100%	68%	-%	100%	68%	100%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	3	1	1	-	2	3	4	3	4	-	7	-
Weighted total	9	4	1	1	-	3	4	5	5	4	-	9	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	2	2	-	2	-	-	2	-
	25%	-%	-%	-%	-%	92%	59%	-%	47%	-%	-%	25%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	4	1	1	-	*	2	5	3	4	-	7	-
	75%	100%	100%	100%	-%	8%	41%	100%	53%	100%	-%	75%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	4	1	1	-	*	2	5	3	4	-	7	-
	75%	100%	100%	100%	-%	8%	41%	100%	53%	100%	-%	75%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	TOTAL	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	1	1	4	4	2	4	7	-	5	2	7	-	-	5	7	2
Weighted total	9	2	*	5	3	1	3	9	-	8	4	9	-	-	7	9	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	2	2
	25%	-%	-%	47%	-%	-%	-%	25%	-%	31%	-%	25%	-%	-%	36%	25%	66%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	2	*	3	3	1	3	7	-	5	4	7	-	-	4	7	1
	75%	100%	100%	53%	100%	100%	100%	75%	-%	69%	100%	75%	-%	-%	64%	75%	34%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	2	*	3	3	1	3	7	-	5	4	7	-	-	4	7	1
	75%	100%	100%	53%	100%	100%	100%	75%	-%	69%	100%	75%	-%	-%	64%	75%	34%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	TOTAL	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	6	4	-	-	7	7	7	7	7	7	-	4	7	2	5	2	-
Weighted total	9	8	5	-	-	9	9	9	9	9	9	-	4	9	4	8	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	-	2	-	2	-	-
	25%	29%	47%	-%	-%	25%	25%	25%	25%	25%	25%	-%	-%	25%	-%	31%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	6	3	-	-	7	7	7	7	7	7	-	4	7	4	5	2	-
	75%	71%	53%	-%	-%	75%	75%	75%	75%	75%	75%	-%	100%	75%	100%	69%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	6	3	-	-	7	7	7	7	7	7	-	4	7	4	5	2	-
	75%	71%	53%	-%	-%	75%	75%	75%	75%	75%	75%	-%	100%	75%	100%	69%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	3	-	4	4	3	7	-	6	-	1	6	2	5
Weighted total	9	5	-	4	6	3	9	-	8	-	1	8	4	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	2	2	-	2	-	2	-	-	2	-	2
	25%	-%	-%	56%	37%	-%	25%	-%	29%	-%	-%	29%	-%	43%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	5	-	2	4	3	7	-	6	-	1	6	4	3
	75%	100%	-%	44%	63%	100%	75%	-%	71%	-%	100%	71%	100%	57%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	5	-	2	4	3	7	-	6	-	1	6	4	3
	75%	100%	-%	44%	63%	100%	75%	-%	71%	-%	100%	71%	100%	57%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4b Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All of the respondents who use QV4b Other (2nd) and consider it to be their main provider in addition to Royal Mail

		Satisfaction with other main provider		Month	Month		
	TOTAL	Satisfied	Dissatisfied	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*a	*b	*c
Unweighted total	7	5	1	2	1	2	2
Weighted total	9	5	2	1	1	3	4
Very dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	-	-	2	-
	25%	43%	-%	-%	-%	84%	-%
Fairly satisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Very satisfied	7	3	2	1	1	*	4
	75%	57%	100%	100%	100%	16%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	3	2	1	1	*	4
	75%	57%	100%	100%	100%	16%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QOP5B. SUMMARY. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All Respondents who use more than one mail service provider

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	DX	Pitney Bowes	TNT Express	TNT Post UK	QV4a Other (1st)	QV4a Other (3rd)	QV4b Other (1st)	QV4b Other (2nd)
Significance Level: 95%	a	***b**	***c**	d	***e**	f	g	***h**	***i**	***j**	***k**	***l**	***m**	***n**	***o**	***p**
Unweighted total	35	25	11	35	13	55	32	27	15	4	7	2	6	1	25	7
Weighted total	38	17	12	32	11	48	45	26	11	3	6	2	6	*	27	9
Very dissatisfied	*	-	-	-	*	-	2	-	-	-	2	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	-	1	-	-	1	5	-	-	-	-	2	2	-	-	3	-
	-%	*4%*	*-%*	*-%*	*11%*	*10%*	*-%*	*-%*	*-%*	*-%*	*28%*	*90%*	*-%*	*-%*	*10%*	*-%*
Neither satisfied nor dissatisfied	4	3	3	4	1	4	2	1	*	-	*	-	-	-	-	2
	9%	*18%*	*26%*	*12%*	*13%*	*8%*	*4%*	*5%*	*2%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*25%*
Fairly satisfied	21	7	7	10	4	18	20	8	5	2	2	*	1	-	9	-
	55%	*42%*	*58%*	*32%*	*37%*	*38%*	*45%*	*29%*	*44%*	*83%*	*38%*	*10%*	*9%*	*-%*	*34%*	*-%*
Very satisfied	11	6	2	18	4	21	21	18	5	*	*	-	2	-	12	7
	29%	*36%*	*16%*	*56%*	*37%*	*44%*	*48%*	*67%*	*50%*	*17%*	*2%*	*-%*	*40%*	*-%*	*46%*	*75%*
				a												
Don't Know (DO NOT READ OUT)	2	-	-	-	-	40	-	-	*	-	-	-	3	*	2	-
	6%	*-%*	*-%*	*-%*	*-%*	*82%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*51%*	*100%*	*9%*	*-%*
						adg										
NET: Satisfied	32	13	9	28	8	5	42	25	10	3	3	*	3	-	22	7
	84%	*78%*	*74%*	*88%*	*74%*	*10%*	*93%*	*95%*	*94%*	*100%*	*40%*	*10%*	*49%*	*-%*	*81%*	*75%*
	f			f			f									
NET: Dissatisfied	*	1	-	-	1	-	2	-	-	-	3	2	-	-	3	-
	1%	*4%*	*-%*	*-%*	*13%*	*-%*	*4%*	*-%*	*-%*	*-%*	*54%*	*90%*	*-%*	*-%*	*10%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p

Ofcom; Business Postal Tracker

Table 198

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Disagree very strongly	**34**	1	3	5	1	2	3	10	3	1	*	2	1	30
	3%	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*5%*	*4%*	*2%*	*1%*	*3%*	*2%*	*3%*
								j						
Disagree	**77**	7	7	8	2	4	17	17	3	4	3	3	2	69
	6%	*9%*	*5%*	*6%*	*3%*	*4%*	*9%*	*10%*	*4%*	*5%*	*5%*	*5%*	*4%*	*7%*
Neither Agree nor disagree	**394**	32	43	54	17	28	62	54	28	25	14	18	19	343
	33%	*44%*	*35%*	*40%*	*24%*	*32%*	*33%*	*30%*	*30%*	*29%*	*24%*	*30%*	*37%*	*33%*
		djk	j	**dj**									**dj**	j
Agree	**426**	26	51	38	30	30	61	61	33	32	20	23	21	363
	36%	*36%*	*42%*	*28%*	*43%*	*35%*	*33%*	*34%*	*35%*	*38%*	*35%*	*38%*	*41%*	*35%*
Agree very strongly	**248**	6	17	25	20	22	42	34	22	19	19	15	7	206
	21%	*8%*	*14%*	*19%*	*29%*	*25%*	*22%*	*19%*	*24%*	*23%*	*34%*	*24%*	*15%*	*20%*
					abl	**ab**	a		a	a	**abcfglm**	**abl**		a
Don't Know (DO NOT READ OUT)	**22**	-	2	5	-	1	2	5	3	2	1	-	-	21
	2%	*-%*	*1%*	*4%*	*-%*	*1%*	*1%*	*3%*	*3%*	*3%*	*2%*	*-%*	*-%*	*2%*
				kl				**kl**	**kl**	**kl**				
NET: Agree	**674**	32	68	63	50	52	103	95	55	51	39	38	28	569
	56%	*44%*	*55%*	*47%*	*72%*	*60%*	*55%*	*52%*	*59%*	*61%*	*69%*	*63%*	*56%*	*55%*
					abcfglm					a	**abcfglm**	**ac**		
NET: Disagree	**110**	8	10	13	3	5	20	27	7	5	3	5	3	99
	9%	*11%*	*8%*	*10%*	*4%*	*6%*	*11%*	*15%*	*7%*	*6%*	*6%*	*8%*	*7%*	*10%*
								dj						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Disagree very strongly	34	-	*	-	2	8	2	21	32	1	*	*	1	10	24
	3%	-%	*%	-%	2%	3%	4%	4%	3%	3%	1%	4%	3%	2%	4%
							a	ab							a
Disagree	77	5	6	2	3	21	9	30	73	2	1	1	4	36	40
	6%	5%	6%	10%	4%	7%	15%	7%	6%	6%	10%	8%	7%	6%	6%
							adeg								
Neither Agree nor disagree	394	32	33	6	26	96	20	169	378	10	4	2	16	209	185
	33%	26%	32%	38%	30%	31%	34%	37%	33%	32%	38%	29%	33%	36%	30%
								a						b	
Agree	426	42	45	6	36	104	17	158	409	12	3	3	18	206	220
	36%	35%	43%	36%	40%	34%	30%	34%	35%	38%	31%	38%	37%	36%	35%
Agree very strongly	248	37	19	1	20	76	8	78	238	6	2	2	10	103	145
	21%	31%	18%	9%	23%	25%	13%	17%	21%	20%	20%	21%	20%	18%	23%
		bfg				g									a
Don't Know (DO NOT READ OUT)	22	3	-	1	1	4	3	7	22	-	-	-	-	13	9
	2%	3%	-%	7%	1%	1%	5%	1%	2%	-%	-%	-%	-%	2%	1%
							b		e						
NET: Agree	674	79	63	7	56	180	25	235	647	18	5	5	27	309	365
	56%	66%	61%	45%	63%	58%	43%	51%	56%	58%	51%	59%	57%	54%	59%
		fg	fg		fg	f									
NET: Disagree	110	5	7	2	6	29	11	51	105	3	1	1	5	46	64
	9%	5%	6%	10%	6%	9%	19%	11%	9%	10%	11%	12%	10%	8%	10%
							abde	a							

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Disagree very strongly	**34**	17	2	4	-	24	9	10	14	9	22	1	3	6	*	1	-
	3%	*3%*	*4%*	*6%*	*-%*	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*	**%*	*2%*	*10%*	*1%*	*3%*	*-%*
											b			**abce**		b	
Disagree	**77**	39	3	5	*	54	23	17	36	23	39	7	16	3	6	3	2
	6%	*7%*	*5%*	*7%*	*3%*	*6%*	*10%*	*5%*	*6%*	*10%*	*5%*	*3%*	*11%*	*5%*	*18%*	*20%*	*84%*
							a			**ab**			**ab**		**abd**	**abd**	
Neither Agree nor disagree	**394**	177	15	21	3	318	76	101	217	76	238	78	47	11	11	4	*
	33%	*30%*	*25%*	*33%*	*53%*	*33%*	*32%*	*30%*	*35%*	*32%*	*33%*	*37%*	*33%*	*19%*	*32%*	*23%*	*16%*
											d	d	d				
Agree	**426**	211	21	29	1	337	89	124	213	89	259	76	48	24	9	5	-
	36%	*36%*	*37%*	*45%*	*26%*	*35%*	*37%*	*37%*	*34%*	*37%*	*36%*	*36%*	*34%*	*39%*	*25%*	*32%*	*-%*
Agree very strongly	**248**	127	15	6	1	210	38	79	131	38	141	47	28	13	8	3	-
	21%	*22%*	*26%*	*9%*	*17%*	*22%*	*16%*	*23%*	*21%*	*16%*	*20%*	*22%*	*20%*	*21%*	*24%*	*21%*	*-%*
		c	c			b		c									
Don't Know (DO NOT READ OUT)	**22**	10	1	-	-	18	4	7	11	4	13	3	-	3	-	-	-
	2%	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*5%*	*-%*	*-%*	*-%*
														ac			
NET: Agree	**674**	338	36	35	2	547	127	203	344	127	400	124	77	37	17	9	-
	56%	*58%*	*63%*	*54%*	*43%*	*57%*	*53%*	*60%*	*55%*	*53%*	*56%*	*58%*	*54%*	*61%*	*49%*	*53%*	*-%*
NET: Disagree	**110**	55	5	9	*	78	33	27	50	33	61	8	18	9	6	4	2
	9%	*10%*	*9%*	*13%*	*3%*	*8%*	*14%*	*8%*	*8%*	*14%*	*9%*	*4%*	*13%*	*15%*	*19%*	*24%*	*84%*
							a			**ab**	b		b	**ab**	**ab**	**ab**	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Disagree very strongly	34	12	*	5	2	-	29	4	29	4	24	10	-
	3%	2%	1%	12% ab	7%	-%	3%	4%	3%	3%	3%	3%	-%
Disagree	77	34	1	5	*	5	72	5	73	4	58	19	-
	6%	7%	2%	12% b	2%	22%	7%	5%	7% b	2%	6%	7%	-%
Neither Agree nor disagree	394	167	24	11	3	8	361	32	340	53	291	100	2
	33%	34%	38%	29%	11%	35%	33%	30%	32%	35%	32%	35%	22%
Agree	426	158	22	15	14	9	379	48	359	67	318	103	5
	36%	32%	35%	37%	58%	37%	35%	45% a	34%	44% a	35%	36%	66%
Agree very strongly	248	111	13	4	5	2	232	15	225	23	195	52	1
	21%	23%	20%	11%	22%	6%	21%	14%	22%	15%	22%	18%	12%
Don't Know (DO NOT READ OUT)	22	9	2	-	-	-	19	2	19	2	19	2	-
	2%	2%	4%	-%	-%	-%	2%	2%	2%	2%	2%	1%	-%
NET: Agree	674	269	35	19	20	10	611	63	585	90	513	155	6
	56%	55%	55%	48%	80%	44%	56%	59%	56%	59%	57%	54%	78%
NET: Disagree	110	46	2	9	2	5	101	9	102	8	82	29	-
	9%	9%	3%	24% ab	9%	22%	9%	9%	10%	5%	9%	10%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Disagree very strongly	**34**	15	5	11	25	16	27	18	14	15	19	15	-	3	12	29	3
	3%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*4%*	*6%*	*2%*	*4%*	*-%*	*1%*	*3%*	*3%*	*3%*
										abcg		c					
Disagree	**77**	32	13	30	69	53	72	36	25	16	60	27	*	19	34	73	12
	6%	*5%*	*6%*	*9%*	*6%*	*8%*	*6%*	*7%*	*7%*	*6%*	*8%*	*8%*	*8%*	*6%*	*8%*	*6%*	*12%*
				a													b
Neither Agree nor disagree	**394**	231	75	84	358	212	374	175	112	87	258	117	1	95	117	381	30
	33%	*36%*	*34%*	*26%*	*33%*	*32%*	*34%*	*34%*	*31%*	*33%*	*33%*	*34%*	*11%*	*33%*	*28%*	*34%*	*30%*
		c	c													a	
Agree	**426**	212	82	128	387	249	394	177	127	98	265	113	1	102	148	401	40
	36%	*33%*	*37%*	*39%*	*36%*	*37%*	*35%*	*34%*	*35%*	*37%*	*34%*	*33%*	*20%*	*36%*	*36%*	*35%*	*39%*
				a													
Agree very strongly	**248**	149	34	65	226	133	233	112	76	50	172	74	3	55	98	231	17
	21%	*23%*	*15%*	*20%*	*21%*	*20%*	*21%*	*21%*	*21%*	*19%*	*22%*	*21%*	*61%*	*19%*	*24%*	*20%*	*16%*
		b															
Don't Know (DO NOT READ OUT)	**22**	3	11	7	16	7	16	4	7	-	14	-	-	12	8	18	-
	2%	*1%*	*5%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	*-%*	*-%*	*4%*	*2%*	*2%*	*-%*
			a	a					f		f			a			
NET: Agree	**674**	361	116	193	613	383	627	289	203	148	437	187	5	157	247	631	56
	56%	*56%*	*53%*	*59%*	*57%*	*57%*	*56%*	*55%*	*56%*	*56%*	*55%*	*54%*	*81%*	*55%*	*59%*	*56%*	*56%*
NET: Disagree	**110**	47	17	40	94	69	99	54	39	31	79	42	*	22	46	102	15
	9%	*7%*	*8%*	*12%*	*9%*	*10%*	*9%*	*10%*	*11%*	*12%*	*10%*	*12%*	*8%*	*8%*	*11%*	*9%*	*15%*
				a													b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1200	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	1200	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Disagree very strongly	**34**	22	19	5	-	26	33	29	33	24	34	-	20	32	7	8	17	8
	3%	*2%*	*3%*	*8%* c	*-%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*4%*	*5%* b	*2%*	*7%* b
Disagree	**77**	55	51	7	-	68	73	70	74	68	75	-	43	73	9	15	52	10
	6%	*6%*	*7%*	*11%*	*-%*	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*-%*	*6%*	*6%*	*5%*	*9%*	*6%*	*8%*
Neither Agree nor disagree	**394**	305	257	21	8	358	383	343	388	311	389	-	252	377	70	47	296	51
	33%	*34%*	*35%*	*34%*	*45%*	*33%*	*33%*	*35%*	*33%*	*33%*	*33%*	*-%*	*36%*	*33%*	*42%* b	*28%*	*32%*	*43%* **ab**
Agree	**426**	295	273	23	6	385	412	341	413	324	410	6	246	407	57	68	329	24
	36%	*33%*	*37%*	*38%*	*38%*	*35%*	*35%*	*35%*	*35%*	*35%*	*35%*	*100%*	*35%*	*35%*	*34%*	*41%* c	*36%* c	*20%*
Agree very strongly	**248**	191	127	6	3	237	244	189	245	193	241	-	136	243	21	24	202	22
	21%	*22%* b	*17%*	*9%*	*17%*	*22%* a	*21%*	*19%*	*21%*	*21%*	*21%*	*-%*	*19%* c	*21%* c	*13%*	*15%*	*22%* a	*19%*
Don't Know (DO NOT READ OUT)	**22**	15	12	-	-	19	21	14	21	13	22	-	8	17	3	2	16	3
	2%	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*	*3%*
NET: Agree	**674**	486	400	29	9	622	656	530	658	517	651	6	382	650	78	92	531	46
	56%	*55%*	*54%*	*47%*	*55%*	*57%*	*56%*	*54%*	*56%*	*55%*	*56%*	*100%*	*54%*	*57%* c	*47%*	*56%* c	*58%* c	*39%*
NET: Disagree	**110**	77	69	12	-	95	106	99	107	93	109	-	63	105	16	23	69	18
	9%	*9%*	*9%*	*20%* c	*-%*	*9%*	*9%*	*10%*	*9%*	*10%*	*9%*	*-%*	*9%*	*9%*	*9%*	*14%* b	*8%*	*15%* b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Disagree very strongly	**34**	3	6	24	29	4	30	4	10	11	12	22	5	4
	3%	*3%*	*10%* c	*2%*	*4%* b	*1%*	*3%*	*4%*	*1%*	*15%* a	*6%* b	*2%*	*15%* b	*2%*
Disagree	**77**	7	8	62	44	33	70	7	38	10	21	56	4	10
	6%	*7%*	*12%* c	*6%*	*6%*	*7%*	*6%*	*6%*	*4%*	*15%* a	*10%* b	*6%*	*10%*	*6%*
Neither Agree nor disagree	**394**	31	19	340	244	149	356	38	268	22	84	307	13	52
	33%	*30%*	*30%*	*33%*	*34%*	*32%*	*33%*	*34%*	*29%*	*33%*	*38%* b	*32%*	*35%*	*31%*
Agree	**426**	45	21	358	267	159	387	39	376	10	68	354	10	71
	36%	*44%*	*32%*	*35%*	*37%*	*34%*	*36%*	*35%*	*40%* b	*15%*	*31%*	*36%*	*28%*	*42%*
Agree very strongly	**248**	16	8	224	128	120	224	24	233	10	27	220	5	28
	21%	*16%*	*12%*	*22%*	*18%*	*25%* a	*21%*	*21%*	*25%*	*15%*	*12%*	*23%* a	*13%*	*17%*
Don't Know (DO NOT READ OUT)	**22**	-	2	19	15	7	21	*	13	5	6	16	-	2
	2%	*-%*	*4%*	*2%*	*2%*	*1%*	*2%*	**%*	*1%*	*7%* a	*3%*	*2%*	*-%*	*1%*
NET: Agree	**674**	62	29	582	395	279	612	62	610	20	95	574	15	99
	56%	*60%*	*45%*	*57%*	*54%*	*59%*	*56%*	*56%*	*65%* b	*30%*	*43%*	*59%* a	*40%*	*59%* a
NET: Disagree	**110**	10	14	86	73	37	100	11	48	21	33	77	9	14
	9%	*10%*	*22%* **ac**	*8%*	*10%*	*8%*	*9%*	*10%*	*5%*	*30%* a	*15%* b	*8%*	*25%* b	*8%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money
Base: All Respondents

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Disagree very strongly	**34**	4	1	3	1	4	*	1	9	6	5	3
	3%	*2%*	*23%*	*3%*	*1%*	*3%*	*1%*	*1%*	*4%*	*5%*	*4%*	*2%*
Disagree	**77**	10	2	11	14	12	-	7	13	3	8	8
	6%	*6%*	*37%*	*11%*	*9%*	*9%*	*-%*	*7%* a	*5%*	*3%*	*6%*	*6%*
Neither Agree nor disagree	**394**	56	3	44	55	54	26	37	59	32	32	54
	33%	*32%*	*40%*	*44%*	*34%*	*38%*	*46%* c	*38%* c	*24%*	*27%*	*24%*	*37%* b
Agree	**426**	77	-	32	51	42	15	40	104	51	43	48
	36%	*44%*	*-%*	*32%*	*32%*	*30%*	*26%*	*42%* a	*42%* a	*43%*	*32%*	*33%*
Agree very strongly	**248**	26	-	9	37	27	16	12	53	24	41	31
	21%	*15%*	*-%*	*9%*	*23%* a	*19%* a	*28%* b	*12%*	*21%* b	*20%*	*31%* a	*21%*
Don't Know (DO NOT READ OUT)	**22**	2	-	-	4	2	-	-	8	4	4	*
	2%	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*3%*	*3%*	*3%*	*%*
NET: Agree	**674**	103	-	41	88	69	30	52	157	75	84	79
	56%	*59%*	*-%*	*41%*	*54%* a	*49%*	*53%*	*53%*	*64%*	*62%*	*63%*	*55%*
NET: Disagree	**110**	14	4	14	15	17	*	9	23	9	13	11
	9%	*8%*	*60%*	*15%*	*9%*	*12%*	*1%*	*9%* a	*9%* a	*8%*	*10%*	*8%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 199

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Increase	**165**	8	18	15	13	7	36	23	18	9	7	7	4	147
	14%	*11%*	*15%*	*11%*	*18%*	*8%*	*19%*	*13%*	*19%*	*11%*	*13%*	*11%*	*7%*	*14%*
					el		**el**		**el**					l
Stay about the same	**912**	54	90	116	50	72	127	134	65	68	44	48	43	777
	76%	*75%*	*73%*	*86%*	*72%*	*84%*	*68%*	*74%*	*70%*	*81%*	*78%*	*78%*	*87%*	*75%*
				bdfhm		**fh**				f			**abdfghm**	
Decrease	**118**	10	15	3	7	8	22	22	10	6	5	6	3	103
	10%	*14%*	*12%*	*2%*	*10%*	*9%*	*12%*	*12%*	*11%*	*7%*	*9%*	*10%*	*6%*	*10%*
		c	c				c	c	c			c		c
Don't Know (DO NOT READ OUT)	**6**	-	*	-	-	-	3	2	-	-	-	*	-	5
	%	*-%*	*%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Increase	165	7	20	-	5	59	8	61	158	4	2	1	6	85	80
	14%	*5%*	*19%*	*-%*	*6%*	*19%*	*14%*	*13%*	*14%*	*12%*	*17%*	*10%*	*13%*	*15%*	*13%*
			ad			adg		a							
Stay about the same	912	94	78	16	69	227	47	352	875	24	7	6	37	434	478
	76%	*79%*	*75%*	*96%*	*78%*	*74%*	*79%*	*76%*	*76%*	*79%*	*70%*	*75%*	*77%*	*75%*	*77%*
Decrease	118	18	6	1	12	20	4	49	113	3	1	1	5	55	62
	10%	*15%*	*5%*	*4%*	*13%*	*7%*	*7%*	*11%*	*10%*	*9%*	*10%*	*15%*	*10%*	*10%*	*10%*
		be			be										
Don't Know (DO NOT READ OUT)	6	-	-	-	3	3	-	*	5	-	*	-	*	3	3
	**%*	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	**%*	**%*	*-%*	*2%*	*-%*	**%*	*1%*	**%*
					g						b				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Increase	**165**	90	8	10	1	96	68	26	71	68	80	28	15	10	13	7	3
	14%	*16%*	*14%*	*16%*	*14%*	*10%*	*28%*	*8%*	*11%*	*28%*	*11%*	*13%*	*11%*	*17%*	*37%*	*45%*	*100%*
							a			**ab**					**abcd**	**abcd**	
Stay about the same	**912**	424	38	47	4	758	154	284	474	154	572	152	107	44	18	7	-
	76%	*73%*	*66%*	*73%*	*73%*	*79%*	*64%*	*84%*	*76%*	*64%*	*80%*	*72%*	*76%*	*74%*	*52%*	*43%*	*-%*
						b		**bc**	c		**bef**	**ef**	**ef**	**ef**			
Decrease	**118**	61	11	7	1	101	17	28	72	17	57	29	20	6	4	2	-
	10%	*10%*	*20%*	*11%*	*13%*	*10%*	*7%*	*8%*	*12%*	*7%*	*8%*	*14%*	*14%*	*9%*	*11%*	*10%*	*-%*
			a						c			a	a				
Don't Know (DO NOT READ OUT)	**6**	5	-	*	-	5	*	-	5	*	3	3	-	-	-	*	-
	%	*1%*	*-%*	*1%*	*-%*	*1%*	*%*	*-%*	*1%*	*%*	*%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Increase	**165**	72	16	15	7	11	126	39	119	45	92	70	3
	14%	*15%*	*26%*	*37%*	*31%*	*47%*	*11%*	*36%*	*11%*	*30%*	*10%*	*25%*	*36%*
			a	a				a		a		a	
Stay about the same	**912**	361	43	25	17	12	849	63	820	92	714	194	5
	76%	*73%*	*69%*	*62%*	*69%*	*50%*	*78%*	*59%*	*78%*	*60%*	*79%*	*68%*	*61%*
							b		b		b		
Decrease	**118**	55	1	*	-	1	112	5	105	13	98	20	*
	10%	*11%*	*1%*	*1%*	*-%*	*3%*	*10%*	*5%*	*10%*	*8%*	*11%*	*7%*	*3%*
		bc											
Don't Know (DO NOT READ OUT)	**6**	3	2	-	*	-	6	-	3	2	3	3	-
	****%***	*1%*	*4%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*	*2%*	**%*	*1%*	*-%*
			a							a			

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1200	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	1200	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Increase	165	55	38	67	135	95	140	107	56	67	93	86	1	35	72	153	28
	14%	*9%*	*17%*	*21%*	*12%*	*14%*	*13%*	*21%*	*16%*	*25%*	*12%*	*25%*	*13%*	*12%*	*17%*	*14%*	*28%*
			a	a				**abceg**		**abceg**		c					**ab**
Stay about the same	912	516	158	230	831	508	859	364	265	182	604	240	1	214	306	862	66
	76%	*80%*	*72%*	*71%*	*77%*	*76%*	*77%*	*70%*	*73%*	*69%*	*77%*	*69%*	*23%*	*75%*	*73%*	*76%*	*66%*
		bc			**df**	**df**	**df**				**df**					c	
Decrease	118	72	23	22	110	61	110	47	40	15	87	17	4	34	36	111	7
	10%	*11%*	*10%*	*7%*	*10%*	*9%*	*10%*	*9%*	*11%*	*5%*	*11%*	*5%*	*63%*	*12%*	*9%*	*10%*	*7%*
		c			f		f		f		f			a			
Don't Know (DO NOT READ OUT)	6	*	-	5	6	6	6	3	1	2	3	2	-	3	3	6	-
	**%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
				a													

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Increase	**165**	110	98	7	2	145	158	133	161	139	159	3	100	152	33	165	-	-
	14%	*12%*	*13%*	*12%*	*10%*	*13%*	*14%*	*13%*	*14%*	*15%*	*14%*	*42%*	*14%*	*13%*	*19%*	*100%*	*-%*	*-%*
															b	**bc**		
Stay about the same	**912**	685	556	47	9	846	890	756	895	697	897	1	526	881	119	-	912	-
	76%	*78%*	*75%*	*77%*	*53%*	*77%*	*76%*	*77%*	*76%*	*75%*	*77%*	*21%*	*75%*	*77%*	*71%*	*-%*	*100%*	*-%*
																	ac	
Decrease	**118**	85	80	7	4	99	114	93	114	94	111	-	76	113	15	-	-	118
	10%	*10%*	*11%*	*12%*	*21%*	*9%*	*10%*	*9%*	*10%*	*10%*	*10%*	*-%*	*11%*	*10%*	*9%*	*-%*	*-%*	*100%*
																		ab
Don't Know (DO NOT READ OUT)	**6**	3	6	-	3	3	3	3	3	3	3	2	3	3	*	-	-	-
	%	*%*	*1%*	*-%*	*16%*	*%*	*%*	*%*	*%*	*%*	*%*	*37%*	*%*	*%*	*%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Increase	**165**	30	30	103	99	66	162	2	119	12	40	122	14	46
	14%	*29%*	*46%*	*10%*	*14%*	*14%*	*15%*	*2%*	*13%*	*18%*	*18%*	*13%*	*37%*	*28%*
		c	**ac**				b				b			
Stay about the same	**912**	64	32	812	533	379	814	98	735	42	148	759	21	111
	76%	*62%*	*50%*	*79%*	*73%*	*80%*	*75%*	*88%*	*78%*	*62%*	*68%*	*78%*	*57%*	*66%*
				ab		a		a	b			a		
Decrease	**118**	7	3	108	93	25	107	11	78	14	30	87	2	7
	10%	*7%*	*4%*	*10%*	*13%*	*5%*	*10%*	*10%*	*8%*	*20%*	*14%*	*9%*	*6%*	*4%*
					b					a	b			
Don't Know (DO NOT READ OUT)	**6**	2	-	3	3	2	6	-	5	-	-	6	-	3
	%	*2%*	*-%*	**%*	**%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*
		c												

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?
Base: All Respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Increase	**165**	54	2	15	27	13	10	16	30	14	22	18
	14%	*31%*	*37%*	*15%*	*17%*	*9%*	*18%*	*16%*	*12%*	*11%*	*16%*	*12%*
Stay about the same	**912**	112	4	78	118	112	41	75	191	88	97	113
	76%	*64%*	*63%*	*78%*	*73%*	*80%*	*73%*	*77%*	*77%*	*73%*	*74%*	*78%*
Decrease	**118**	7	-	7	17	16	2	6	25	17	13	15
	10%	*4%*	*-%*	*7%*	*11%*	*11%*	*4%*	*7%*	*10%*	*14%*	*10%*	*10%*
Don't Know (DO NOT READ OUT)	**6**	3	-	-	-	-	3	-	1	2	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*%*	*2%*	*-%*	*-%*
							bc					

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	149	5	14	7	12	7	21	10	13	11	18	20	11	100
Weighted total	165	8	18	15	13	7	36	23	18	9	7	7	4	147
Parcels and packets	82	7	10	3	5	2	15	13	13	4	3	4	3	72
	50%	80%	54%	17%	40%	37%	43%	57%	73%	45%	38%	63%	80%	49%
Letters	70	-	2	10	6	4	23	7	7	3	3	3	1	62
	42%	-%	11%	66%	50%	63%	63%	32%	36%	29%	47%	48%	27%	42%
Large letters	43	-	2	3	5	1	13	8	5	2	3	1	1	39
	26%	-%	10%	17%	41%	22%	35%	34%	26%	26%	39%	17%	15%	26%
Advertising and promotional material, such as catalogues, brochures and direct mail	15	2	3	5	-	-	3	-	1	-	*	-	*	14
	9%	20%	17%	33%	-%	-%	8%	-%	8%	-%	6%	-%	3%	10%
Other everyday correspondence, such as invoices, one off bills etc.	9	-	-	2	1	-	2	-	1	1	*	*	-	9
	6%	-%	-%	15%	10%	-%	7%	-%	8%	13%	6%	1%	-%	6%
Order fulfilment (sending ordered goods to customers)	6	-	-	-	-	-	2	2	-	1	-	-	1	6
	4%	-%	-%	-%	-%	-%	7%	10%	-%	13%	-%	-%	15%	4%
Publications, such as magazines, periodicals, customer newsletters	2	-	-	-	-	-	-	-	-	1	*	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	13%	6%	-%	-%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	2	-	2	-	-	-	-	-	-	-	*	-	-	2
	1%	-%	9%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	1%
None of these (DO NOT READ OUT)	5	-	2	-	-	-	-	2	-	-	1	-	-	4
	3%	-%	9%	-%	-%	-%	-%	10%	-%	-%	8%	-%	-%	3%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	3%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**149**	5	14	7	12	7	21	10	13	11	18	20	11	100
Weighted total	**165**	8	18	15	13	7	36	23	18	9	7	7	4	147
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**149**	5	22	-	6	51	8	55	113	22	9	5	36	68	81
Weighted total	**165**	7	20	-	5	59	8	61	158	4	2	1	6	85	80
Parcels and packets	**82**	2	13	-	-	37	*	26	80	2	1	-	3	40	42
	50%	*37%*	*65%*	*-%*	*-%*	*63%* g	*5%*	*42%*	*50%*	*50%*	*44%*	*-%*	*41%*	*48%*	*52%*
Letters	**70**	1	7	-	5	18	7	31	67	1	1	1	3	32	38
	42%	*18%*	*37%*	*-%*	*100%*	*30%*	*84%*	*50%* e	*42%*	*42%*	*39%*	*88%*	*48%*	*38%*	*47%*
Large letters	**43**	1	3	-	5	14	7	14	42	1	*	*	2	21	22
	26%	*18%*	*16%*	*-%*	*84%*	*24%*	*82%*	*22%*	*26%*	*25%*	*17%*	*46%*	*26%*	*25%*	*28%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**15**	2	-	-	1	*	-	11	14	*	*	-	*	7	7
	9%	*25%*	*-%*	*-%*	*27%*	*1%*	*-%*	*18%* e	*9%*	*3%*	*22%*	*-%*	*7%*	*9%*	*9%*
Other everyday correspondence, such as invoices, one off bills etc.	**9**	2	-	-	1	1	-	5	9	-	*	-	*	4	5
	6%	*37%*	*-%*	*-%*	*27%*	*1%*	*-%*	*8%*	*6%*	*-%*	*6%*	*-%*	*2%*	*5%*	*6%*
Order fulfilment (sending ordered goods to customers)	**6**	-	-	-	-	2	2	2	6	*	-	-	*	*	6
	4%	*-%*	*-%*	*-%*	*-%*	*3%*	*28%*	*4%*	*4%*	*3%*	*-%*	*-%*	*2%*	*%*	*8%* a
Publications, such as magazines, periodicals, customer newsletters	**2**	1	-	-	-	*	-	-	2	-	-	-	-	*	1
	1%	*19%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	2	-	*	2	-	-	-	-	2	*
	1%	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*
None of these (DO NOT READ OUT)	**5**	-	-	-	-	4	-	1	4	-	-	*	*	5	-
	3%	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*1%*	*3%*	*-%*	*-%*	*12%*	*2%*	*5%* b	*-%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	g	a	***b**	***c**	***d**	e	a	b
Unweighted total	**149**	5	22	-	6	51	8	55	113	22	9	5	36	68	81
Weighted total	**165**	7	20	-	5	59	8	61	158	4	2	1	6	85	80
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	*	-	*	*	-	*	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*3%*	*22%*	*-%*	*7%* a	*-%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b															

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**149**	65	12	13	5	81	68	19	62	68	60	25	17	15	13	11	2
Weighted total	**165**	90	8	10	1	96	68	26	71	68	80	28	15	10	13	7	3
Parcels and packets	**82**	37	7	6	1	37	46	8	29	46	48	10	7	2	3	4	*
	50%	*41%*	*87%*	*63%*	*74%*	*38%*	*67%* a	*30%*	*41%*	*67%* b	*60%*	*36%*	*46%*	*18%*	*27%*	*47%*	*16%*
Letters	**70**	42	1	2	*	49	21	13	35	21	25	9	13	6	9	4	3
	42%	*46%*	*17%*	*21%*	*24%*	*50%* b	*31%*	*52%*	*50%* c	*31%*	*32%*	*32%*	*88%*	*58%*	*72%*	*56%*	*100%*
Large letters	**43**	23	1	2	*	25	18	7	18	18	12	6	8	4	6	4	3
	26%	*25%*	*9%*	*20%*	*24%*	*26%*	*27%*	*28%*	*25%*	*27%*	*15%*	*23%*	*54%*	*39%*	*44%*	*52%*	*100%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**15**	11	*	2	-	12	3	5	6	3	10	4	-	-	*	-	-
	9%	*13%*	*5%*	*24%*	*-%*	*12%*	*4%*	*21%*	*9%*	*4%*	*12%*	*15%*	*-%*	*-%*	*3%*	*-%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**9**	6	*	2	*	7	2	5	2	2	9	-	-	-	-	*	-
	6%	*7%*	*5%*	*24%*	*13%*	*7%*	*4%*	*19%*	*3%*	*4%*	*11%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Order fulfilment (sending ordered goods to customers)	**6**	2	-	2	-	1	5	-	1	5	4	-	2	-	*	-	*
	4%	*3%*	*-%*	*24%*	*-%*	*1%*	*8%*	*-%*	*2%*	*8%*	*4%*	*-%*	*16%*	*-%*	*1%*	*-%*	*16%*
Publications, such as magazines, periodicals, customer newsletters	**2**	-	*	-	-	2	-	1	*	-	2	-	-	-	-	-	-
	1%	*-%*	*5%*	*-%*	*-%*	*2%*	*-%*	*5%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	%	*-%*	*5%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	2	-	2	*	-	2	-	*	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*6%*	*1%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	4	-	-	-	4	*	-	4	*	3	2	-	-	-	-	-
	3%	*4%*	*-%*	*-%*	*-%*	*5%*	*%*	*-%*	*6%* c	*%*	*4%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	*	*	-	*	*	-	*	-	*	-	-	-
	%	*-%*	*-%*	*-%*	*13%*	*%*	*%*	*-%*	*1%*	*%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Produced by OLR
OFC1885
Issue date: 18/01/16

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	b	***a**	b	c	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**149**	65	12	13	5	81	68	19	62	68	60	25	17	15	13	11	2
Weighted total	**165**	90	8	10	1	96	68	26	71	68	80	28	15	10	13	7	3
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**149**	62	15	11	6	14	119	30	115	34	86	58	5
Weighted total	**165**	72	16	15	7	11	126	39	119	45	92	70	3
Parcels and packets	**82**	35	15	10	7	11	44	38	42	40	29	51	2
	50%	*49%*	*91%*	*66%*	*94%*	*100%*	*35%*	*98%* a	*35%*	*88%* a	*32%*	*72%* a	*79%*
Letters	**70**	34	1	5	-	1	69	1	62	7	52	17	1
	42%	*47%*	*4%*	*33%*	*-%*	*8%*	*55%* b	*2%*	*52%* b	*16%*	*57%* b	*24%*	*21%*
Large letters	**43**	20	2	2	*	4	42	1	41	3	31	12	1
	26%	*27%*	*9%*	*16%*	*6%*	*36%*	*34%* b	*2%*	*34%* b	*6%*	*34%* b	*17%*	*21%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**15**	6	-	-	-	*	12	2	12	2	11	4	-
	9%	*8%*	*-%*	*-%*	*-%*	*3%*	*10%*	*6%*	*10%*	*5%*	*12%*	*5%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**9**	4	-	-	-	-	7	2	7	2	6	4	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*-%*
Order fulfilment (sending ordered goods to customers)	**6**	4	-	2	-	1	4	2	4	2	4	2	-
	4%	*5%*	*-%*	*16%*	*-%*	*5%*	*3%*	*6%*	*3%*	*5%*	*4%*	*3%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**2**	*	1	-	-	-	*	1	*	1	*	1	-
	1%	*1%*	*8%*	*-%*	*-%*	*-%*	*%*	*3%*	*%*	*3%*	*%*	*2%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	*	-	-	-	-	*	-	*	-	*	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	2	-	2	-	*	2	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*1%*	*2%*	*-%*
None of these (DO NOT READ OUT)	**5**	2	-	2	-	-	5	-	5	-	5	-	-
	3%	*3%*	*-%*	*16%*	*-%*	*-%*	*4%*	*-%*	*4%*	*-%*	*5%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	***b**	***c**	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**149**	62	15	11	6	14	119	30	115	34	86	58	5
Weighted total	**165**	72	16	15	7	11	126	39	119	45	92	70	3
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	*	-	-
	***%**	*1%*	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**149**	52	31	63	126	96	133	95	62	57	97	74	3	31	76	141	29
Weighted total	**165**	55	38	67	135	95	140	107	56	67	93	86	1	35	72	153	28
Parcels and packets	**82**	23	13	41	54	35	58	72	22	53	39	69	-	9	44	75	14
	50%	*42%*	*35%*	*62%*	*40%*	*37%*	*41%*	*67%*	*39%*	*80%*	*42%*	*80%*	*-%*	*27%*	*61%*	*49%*	*49%*
				ab				**abceg**		**abceg**		c					
Letters	**70**	24	21	25	68	48	68	32	30	10	52	14	*	25	25	68	12
	42%	*43%*	*54%*	*37%*	*50%*	*50%*	*48%*	*30%*	*54%*	*15%*	*57%*	*16%*	*53%*	*73%*	*35%*	*44%*	*42%*
					df	**df**	**df**	f	**df**		**df**			a			
Large letters	**43**	12	14	18	37	40	41	20	18	7	26	14	-	14	14	37	12
	26%	*21%*	*36%*	*27%*	*28%*	*42%*	*29%*	*19%*	*32%*	*10%*	*28%*	*16%*	*-%*	*40%*	*20%*	*24%*	*45%*
					f	**adfg**	f		f		f			a			
Advertising and promotional material, such as catalogues, brochures and direct mail	**15**	7	7	1	12	7	12	4	8	4	8	6	-	1	4	15	*
	9%	*13%*	*18%*	*1%*	*9%*	*8%*	*9%*	*4%*	*14%*	*6%*	*8%*	*7%*	*-%*	*2%*	*6%*	*9%*	*2%*
		c	c						d								
Other everyday correspondence, such as invoices, one off bills etc.	**9**	5	2	2	7	5	7	3	3	2	7	2	-	2	4	9	-
	6%	*9%*	*6%*	*2%*	*5%*	*5%*	*5%*	*3%*	*5%*	*4%*	*7%*	*3%*	*-%*	*5%*	*5%*	*6%*	*-%*
Order fulfilment (sending ordered goods to customers)	**6**	2	-	4	3	3	3	6	*	4	2	6	-	-	3	6	1
	4%	*4%*	*-%*	*6%*	*2%*	*3%*	*2%*	*6%*	*%*	*6%*	*3%*	*8%*	*-%*	*-%*	*4%*	*4%*	*2%*
Publications, such as magazines, periodicals, customer newsletters	**2**	1	-	*	2	1	2	2	1	1	2	1	-	*	-	2	-
	1%	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	-	-	*	*	-	*	*	-	-	*	-	-	*	-	*	-
	%	*-%*	*-%*	*1%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	-	-	2	-	2	2	-	*	*	-	-	2	2	2	-
	1%	*4%*	*-%*	*-%*	*2%*	*-%*	*2%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*5%*	*3%*	*1%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	***b**	c	a	b	***c**
Unweighted total	**149**	52	31	63	126	96	133	95	62	57	97	74	3	31	76	141	29
Weighted total	**165**	55	38	67	135	95	140	107	56	67	93	86	1	35	72	153	28
None of these (DO NOT READ OUT)	**5**	2	2	1	5	5	5	5	-	4	1	4	-	*	1	5	-
	3%	*3%*	*6%*	*1%*	*3%*	*5%*	*3%*	*4%*	*-%*	*6%* g	*1%*	*5%*	*-%*	*1%*	*1%*	*3%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	-	*	*	*	-	*	-	*	-	*	*	*	*	-
	****%***	*1%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*47%*	**%*	**%*	**%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	*b	*c
Unweighted total	**149**	106	90	11	2	126	145	130	147	125	145	1	97	139	31	149	-	-
Weighted total	**165**	110	98	7	2	145	158	133	161	139	159	3	100	152	33	165	-	-
Parcels and packets	**82**	46	49	2	*	70	78	67	82	78	79	-	56	78	15	82	-	-
	50%	*42%*	*50%*	*26%*	*26%*	*48%*	*50%*	*51%*	*51%*	*56%*	*50%*	*-%*	*56%*	*51%*	*46%*	*50%*	*-%*	*-%*
Letters	**70**	58	42	5	2	62	70	60	70	52	70	-	39	67	15	70	-	-
	42%	*52%*	*43%*	*63%*	*100%*	*43%*	*44%*	*45%*	*43%*	*38%*	*44%*	*-%*	*39%*	*44%*	*45%*	*42%*	*-%*	*-%*
Large letters	**43**	32	22	3	2	38	43	40	43	36	43	-	20	40	8	43	-	-
	26%	*29%*	*22%*	*42%*	*100%*	*26%*	*27%*	*30%*	*27%*	*26%*	*27%*	*-%*	*20%*	*27%*	*26%*	*26%*	*-%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**15**	11	5	-	-	15	12	10	12	8	12	3	7	11	2	15	-	-
	9%	*10%*	*5%*	*-%*	*-%*	*10%*	*7%*	*8%*	*7%*	*6%*	*7%*	*100%*	*7%*	*8%*	*7%*	*9%*	*-%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**9**	8	3	-	-	9	9	9	9	6	9	-	6	9	2	9	-	-
	6%	*7%*	*3%*	*-%*	*-%*	*6%*	*6%*	*7%*	*6%*	*4%*	*6%*	*-%*	*6%*	*6%*	*7%*	*6%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**6**	6	1	*	*	6	6	6	6	4	6	-	2	6	3	6	-	-
	4%	*6%*	*1%*	*1%*	*26%*	*4%*	*4%*	*5%*	*4%*	*3%*	*4%*	*-%*	*2%*	*4%*	*9%*	*4%*	*-%*	*-%*
		b																
Publications, such as magazines, periodicals, customer newsletters	**2**	*	1	-	-	2	2	2	2	2	2	-	*	2	-	2	-	-
	1%	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**2**	*	2	*	-	2	2	*	2	2	2	-	2	2	-	2	-	-
	1%	**%*	*2%*	*6%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	5	2	-	-	5	5	4	5	5	5	-	4	5	-	5	-	-
	3%	*4%*	*2%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*4%*	*3%*	*-%*	*3%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	***b**	***c**
Unweighted total	**149**	106	90	11	2	126	145	130	147	125	145	1	97	139	31	149	-	-
Weighted total	**165**	110	98	7	2	145	158	133	161	139	159	3	100	152	33	165	-	-
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	149	27	24	97	85	64	147	2	109	9	37	107	13	41
Weighted total	165	30	30	103	99	66	162	2	119	12	40	122	14	46
Parcels and packets	82	25	20	36	49	33	80	2	58	3	20	60	14	29
	50%	82%	66%	35%	50%	50%	49%	100%	49%	27%	50%	49%	99%	63%
Letters	70	5	9	55	42	28	70	-	50	7	18	51	*	14
	42%	18%	31%	53%	42%	42%	43%	-%	42%	54%	46%	42%	2%	31%
Large letters	43	3	11	30	25	18	43	-	29	3	11	32	*	10
	26%	10%	36%	29%	25%	28%	27%	-%	24%	23%	28%	26%	2%	21%
Advertising and promotional material, such as catalogues, brochures and direct mail	15	5	2	8	10	5	15	-	12	-	2	12	2	1
	9%	17%	5%	8%	10%	7%	9%	-%	10%	-%	6%	10%	17%	3%
Other everyday correspondence, such as invoices, one off bills etc.	9	5	-	4	9	-	9	-	7	-	2	7	2	1
	6%	16%	-%	4%	9%	-%	6%	-%	6%	-%	6%	6%	17%	3%
					b									
Order fulfilment (sending ordered goods to customers)	6	2	3	1	5	2	6	-	4	2	3	4	2	-
	4%	8%	9%	1%	5%	2%	4%	-%	3%	19%	7%	3%	18%	-%
Publications, such as magazines, periodicals, customer newsletters	2	-	-	2	*	1	2	-	2	-	1	*	-	-
	1%	-%	-%	2%	*%	2%	1%	-%	1%	-%	3%	*%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	2	-	2	*	2	-	2	-	2	-	-	2	-	2
	1%	-%	6%	*%	2%	-%	1%	-%	2%	-%	-%	2%	-%	4%
None of these (DO NOT READ OUT)	5	-	-	5	1	4	5	-	2	2	1	4	-	-
	3%	-%	-%	4%	1%	6%	3%	-%	2%	19%	1%	3%	-%	-%
						a								

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	**149**	27	24	97	85	64	147	2	109	9	37	107	13	41
Weighted total	**165**	30	30	103	99	66	162	2	119	12	40	122	14	46
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	*	-	*	*	-	-
	*%	-%	-%	*%	-%	1%	*%	-%	*%	-%	*%	*%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?
Base: All with increase at QS1

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	c	*a	*b	*c
Unweighted total	**149**	47	1	16	26	16	7	12	30	14	14	14
Weighted total	**165**	54	2	15	27	13	10	16	30	14	22	18
Parcels and packets	**82**	38	2	9	8	6	5	15	13	8	8	10
	50%	*70%*	*100%*	*61%*	*28%*	*44%*	*46%*	*95%*	*44%*	*62%*	*35%*	*60%*
Letters	**70**	13	-	4	17	5	5	1	15	7	9	7
	42%	*23%*	*-%*	*24%*	*60%*	*43%*	*53%*	*4%*	*49%*	*49%*	*41%*	*43%*
Large letters	**43**	8	-	4	7	3	4	3	9	4	5	5
	26%	*15%*	*-%*	*27%*	*26%*	*21%*	*39%*	*17%*	*29%*	*33%*	*22%*	*26%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**15**	1	2	-	-	-	2	-	4	1	4	4
	9%	*3%*	*100%*	*-%*	*-%*	*-%*	*16%*	*-%*	*15%*	*6%*	*18%*	*22%*
Other everyday correspondence, such as invoices, one off bills etc.	**9**	-	2	-	-	-	-	*	1	*	4	4
	6%	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*1%*	*4%*	*3%*	*17%*	*22%*
Order fulfilment (sending ordered goods to customers)	**6**	*	2	-	-	-	*	-	1	*	-	5
	4%	*%*	*100%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%*	*3%*	*-%*	*27%*
Publications, such as magazines, periodicals, customer newsletters	**2**	-	-	-	-	-	-	-	-	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*7%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	-	-	-	-	-	-	-	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	-	-	*	2	-	-	-	-	-	-
	1%	*3%*	*-%*	*-%*	*2%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	-	-	-	4	-	-	-	*	*	-	-
	3%	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	116	9	13	2	9	7	11	9	9	5	15	17	10	74
Weighted total	118	10	15	3	7	8	22	22	10	6	5	6	3	103
Letters	97	8	15	3	5	4	20	17	8	6	5	5	1	86
	83%	83%	99%	100%	65%	51%	88%	78%	83%	100%	89%	84%	46%	83%
Large letters	38	2	10	-	*	4	10	5	2	-	2	3	*	33
	33%	18%	68%	-%	6%	52%	44%	22%	18%	-%	41%	49%	14%	32%
Other everyday correspondence, such as invoices, one off bills etc.	23	3	4	-	1	1	5	2	3	1	*	1	*	21
	19%	31%	25%	-%	17%	19%	23%	11%	30%	20%	2%	16%	15%	21%
Parcels and packets	11	-	1	-	*	1	5	2	-	-	*	1	-	10
	10%	-%	10%	-%	2%	17%	21%	11%	-%	-%	8%	14%	-%	10%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	-	*	-	-	1	7	-	-	-	-	*	-	9
	8%	-%	3%	-%	-%	19%	33%	-%	-%	-%	-%	7%	-%	9%
Publications, such as magazines, periodicals, customer newsletters	5	-	-	-	-	-	5	-	-	-	-	*	-	5
	4%	-%	-%	-%	-%	-%	23%	-%	-%	-%	-%	2%	-%	5%
Advertising and promotional material, such as catalogues, brochures and direct mail	5	-	-	-	-	*	2	2	-	-	-	-	-	5
	4%	-%	-%	-%	-%	3%	11%	11%	-%	-%	-%	-%	-%	5%
Order fulfilment (sending ordered goods to customers)	3	-	-	-	-	-	2	-	-	-	-	*	-	2
	2%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	7%	-%	2%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	4	-	-	-	1	2	-	-	-	-	-	-	1	4
	4%	-%	-%	-%	18%	32%	-%	-%	-%	-%	-%	-%	22%	4%
None of these (DO NOT READ OUT)	4	-	-	-	-	-	2	-	-	-	1	-	1	2
	3%	-%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	17%	2%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	8%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**116**	9	13	2	9	7	11	9	9	5	15	17	10	74
Weighted total	**118**	10	15	3	7	8	22	22	10	6	5	6	3	103
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**116**	14	11	2	16	20	4	45	86	18	5	7	30	52	64
Weighted total	**118**	18	6	1	12	20	4	49	113	3	1	1	5	55	62
Letters	**97**	14	4	*	7	18	3	45	94	2	1	1	4	47	50
	83%	*78%*	*79%*	*70%*	*57%*	*88%*	*69%*	*92%*	*83%*	*69%*	*100%*	*61%*	*73%*	*85%*	*81%*
Large letters	**38**	3	1	-	4	7	3	21	36	1	*	1	2	20	18
	33%	*15%*	*10%*	*-%*	*33%*	*36%*	*69%*	*43%*	*32%*	*34%*	*40%*	*48%*	*39%*	*36%*	*30%*
Other everyday correspondence, such as invoices, one off bills etc.	**23**	3	2	*	3	1	-	11	21	1	*	*	1	12	11
	19%	*17%*	*41%*	*30%*	*23%*	*5%*	*-%*	*22%*	*19%*	*27%*	*33%*	*30%*	*29%*	*22%*	*17%*
Parcels and packets	**11**	-	*	-	2	3	-	6	11	-	*	-	*	7	4
	10%	*-%*	*3%*	*-%*	*18%*	*14%*	*-%*	*13%*	*10%*	*-%*	*19%*	*-%*	*4%*	*12%*	*7%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**10**	-	*	-	-	*	-	9	9	*	*	*	1	5	4
	8%	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	*19%*	*8%*	*9%*	*21%*	*15%*	*13%*	*10%*	*7%*
Publications, such as magazines, periodicals, customer newsletters	**5**	-	-	-	-	*	-	5	5	*	-	-	*	2	3
	4%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*10%*	*5%*	*4%*	*-%*	*-%*	*2%*	*4%*	*4%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**5**	-	-	-	-	-	-	5	5	*	-	-	*	2	3
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*	*9%*	*-%*	*-%*	*5%*	*4%*	*4%*
Order fulfilment (sending ordered goods to customers)	**3**	-	-	-	-	*	-	2	3	-	-	-	-	3	-
	2%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*5%*	*3%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**4**	-	-	-	1	1	1	1	4	*	-	*	*	3	1
	4%	*-%*	*-%*	*-%*	*10%*	*6%*	*31%*	*1%*	*4%*	*4%*	*-%*	*9%*	*5%*	*6%*	*2%*
None of these (DO NOT READ OUT)	**4**	-	1	-	-	-	-	1	3	*	-	-	*	-	4
	3%	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*8%*	*-%*	*-%*	*4%*	*-%*	*6%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	*	-	*	*	-	-	*	*	*	*
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	**%*	*-%*	*-%*	*16%*	*4%*	**%*	*1%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Produced by OLR
OFC1885
Issue date: 18/01/16

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**116**	14	11	2	16	20	4	45	86	18	5	7	30	52	64
Weighted total	**118**	18	6	1	12	20	4	49	113	3	1	1	5	55	62
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	*b	*a	b	*c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**116**	49	10	14	4	91	25	25	66	25	47	28	19	7	6	8	-
Weighted total	**118**	61	11	7	1	101	17	28	72	17	57	29	20	6	4	2	-
Letters	**97**	49	10	6	1	81	16	26	55	16	48	23	17	5	2	2	-
	83%	*80%*	*89%*	*85%*	*100%*	*80%*	*95%*	*91%*	*76%*	*95%*	*84%*	*78%*	*86%*	*96%*	*55%*	*100%*	*-%*
Large letters	**38**	21	2	1	1	32	7	7	25	7	14	9	13	1	*	1	-
	33%	*34%*	*22%*	*20%*	*74%*	*32%*	*39%*	*25%*	*34%*	*39%*	*24%*	*31%*	*68%*	*12%*	*11%*	*66%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**23**	14	2	1	*	20	3	5	15	3	7	3	11	*	1	*	-
	19%	*23%*	*22%*	*18%*	*27%*	*20%*	*18%*	*16%*	*21%*	*18%*	*13%*	*11%*	*55%*	*4%*	*18%*	*26%*	*-%*
Parcels and packets	**11**	7	-	*	-	10	1	-	10	1	2	-	8	-	-	1	-
	10%	*12%*	*-%*	*2%*	*-%*	*10%*	*6%*	*-%*	*14%*	*6%*	*4%*	*-%*	*42%*	*-%*	*-%*	*36%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**10**	9	-	*	*	9	1	4	5	1	4	-	5	*	*	*	-
	8%	*14%*	*-%*	*6%*	*27%*	*9%*	*5%*	*14%*	*7%*	*5%*	*7%*	*-%*	*25%*	*4%*	*6%*	*26%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**5**	5	-	-	*	5	*	3	2	*	3	-	2	-	*	-	-
	4%	*8%*	*-%*	*-%*	*15%*	*5%*	*1%*	*9%*	*3%*	*1%*	*5%*	*-%*	*12%*	*-%*	*3%*	*-%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**5**	5	-	*	-	5	*	-	5	*	2	-	2	-	*	-	-
	4%	*8%*	*-%*	*3%*	*-%*	*5%*	*1%*	*-%*	*7%*	*1%*	*4%*	*-%*	*12%*	*-%*	*6%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**3**	2	-	-	-	2	*	-	2	*	-	-	2	-	-	*	-
	2%	*4%*	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*3%*	*3%*	*-%*	*-%*	*12%*	*-%*	*-%*	*26%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**4**	3	-	*	-	4	*	*	4	*	1	1	*	-	1	-	-
	4%	*5%*	*-%*	*2%*	*-%*	*4%*	*1%*	*%*	*6%*	*1%*	*2%*	*4%*	*1%*	*-%*	*33%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	3	*	*	-	4	-	1	3	-	3	*	-	-	-	-	-
	3%	*5%*	*1%*	*2%*	*-%*	*3%*	*-%*	*2%*	*4%*	*-%*	*5%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	1	-	-	1	-	-	*	-	*	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	***b**	***c**	***d**	a	***b**	***a**	b	***c**	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**116**	49	10	14	4	91	25	25	66	25	47	28	19	7	6	8	-
Weighted total	**118**	61	11	7	1	101	17	28	72	17	57	29	20	6	4	2	-
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**116**	50	3	2	-	3	111	5	102	14	93	22	1
Weighted total	**118**	55	1	*	-	1	112	5	105	13	98	20	*
Letters	**97**	44	*	*	-	1	92	5	86	11	79	18	*
	83%	*79%*	*41%*	*63%*	*-%*	*100%*	*82%*	*96%*	*82%*	*88%*	*81%*	*89%*	*100%*
Large letters	**38**	18	*	*	-	1	36	2	31	7	31	8	-
	33%	*32%*	*12%*	*63%*	*-%*	*100%*	*32%*	*41%*	*30%*	*55%*	*31%*	*39%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**23**	6	*	-	-	*	23	*	21	2	20	3	-
	19%	*11%*	*59%*	*-%*	*-%*	*61%*	*20%*	*4%*	*20%*	*14%*	*21%*	*13%*	*-%*
Parcels and packets	**11**	4	-	-	-	1	11	-	11	*	11	*	-
	10%	*7%*	*-%*	*-%*	*-%*	*85%*	*10%*	*-%*	*11%*	*1%*	*11%*	*1%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**10**	1	-	-	-	*	10	-	10	*	10	*	-
	8%	*1%*	*-%*	*-%*	*-%*	*61%*	*9%*	*-%*	*9%*	*2%*	*10%*	*1%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**5**	-	-	-	-	*	5	-	5	*	5	*	-
	4%	*-%*	*-%*	*-%*	*-%*	*15%*	*5%*	*-%*	*5%*	*1%*	*5%*	*1%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**5**	3	-	-	-	-	5	-	5	-	5	-	-
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*5%*	*-%*	*5%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**3**	-	-	-	-	*	3	-	3	-	3	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*61%*	*3%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**4**	4	-	*	-	-	4	-	3	1	3	1	-
	4%	*7%*	*-%*	*37%*	*-%*	*-%*	*4%*	*-%*	*3%*	*10%*	*3%*	*7%*	*-%*
None of these (DO NOT READ OUT)	**4**	2	-	-	-	-	4	-	4	-	4	-	-
	3%	*4%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*4%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	1	-	1	-	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	***b**	***c**	***d**	***e**	a	***b**	a	***b**	a	***b**	***c**
Unweighted total	**116**	50	3	2	-	3	111	5	102	14	93	22	1
Weighted total	**118**	55	1	*	-	1	112	5	105	13	98	20	*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker
Table 201 (continuation)

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	*c	a	b	c	d	e	*f	g	*a	*b	c	*a	b	*c
Unweighted total	**116**	68	21	26	110	72	111	43	43	16	84	21	3	33	29	112	8
Weighted total	**118**	72	23	22	110	61	110	47	40	15	87	17	4	34	36	111	7
Letters	**97**	61	19	17	91	52	92	37	31	13	69	14	3	26	33	92	6
	83%	*85%*	*82%*	*77%*	*83%*	*86%*	*83%*	*78%*	*78%*	*86%*	*79%*	*78%*	*87%*	*77%*	*93%*	*83%*	*91%*
Large letters	**38**	19	10	9	38	30	38	16	15	6	28	9	*	10	14	38	3
	33%	*26%*	*46%*	*41%*	*34%*	*50%*	*35%*	*33%*	*37%*	*44%*	*32%*	*50%*	*12%*	*29%*	*38%*	*35%*	*39%*
						acg											
Other everyday correspondence, such as invoices, one off bills etc.	**23**	9	9	5	22	11	23	5	8	4	17	3	-	4	7	23	2
	19%	*12%*	*40%*	*21%*	*20%*	*17%*	*21%*	*10%*	*20%*	*26%*	*20%*	*18%*	*-%*	*11%*	*19%*	*20%*	*35%*
Parcels and packets	**11**	2	4	6	9	7	9	4	1	2	8	2	*	-	5	9	3
	10%	*2%*	*17%*	*25%*	*8%*	*11%*	*8%*	*9%*	*3%*	*13%*	*9%*	*11%*	*12%*	*-%*	*14%*	*8%*	*38%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**10**	3	4	3	7	5	7	1	1	*	8	*	-	1	4	7	2
	8%	*4%*	*16%*	*14%*	*6%*	*8%*	*6%*	*2%*	*4%*	*3%*	*9%*	*2%*	*-%*	*2%*	*11%*	*6%*	*35%*
Publications, such as magazines, periodicals, customer newsletters	**5**	3	-	3	3	3	3	*	*	*	5	*	-	-	3	3	3
	4%	*4%*	*-%*	*11%*	*2%*	*4%*	*2%*	*%*	*%*	*1%*	*6%*	*1%*	*-%*	*-%*	*7%*	*2%*	*37%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**5**	-	2	3	5	5	5	3	2	-	5	-	-	3	5	5	2
	4%	*-%*	*10%*	*12%*	*5%*	*8%*	*5%*	*6%*	*6%*	*-%*	*5%*	*-%*	*-%*	*8%*	*14%*	*5%*	*35%*
Order fulfilment (sending ordered goods to customers)	**3**	-	-	3	2	3	3	*	-	*	2	*	-	-	2	3	2
	2%	*-%*	*-%*	*13%*	*2%*	*5%*	*3%*	*1%*	*-%*	*3%*	*3%*	*2%*	*-%*	*-%*	*7%*	*3%*	*35%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**4**	1	*	2	3	1	3	3	3	*	4	1	*	2	-	3	1
	4%	*2%*	*%*	*11%*	*2%*	*2%*	*2%*	*6%*	*6%*	*1%*	*4%*	*8%*	*13%*	*7%*	*-%*	*3%*	*9%*
None of these (DO NOT READ OUT)	**4**	4	-	-	4	2	4	2	*	-	3	-	-	2	-	4	-
	3%	*5%*	*-%*	*-%*	*3%*	*4%*	*3%*	*5%*	*1%*	*-%*	*4%*	*-%*	*-%*	*7%*	*-%*	*3%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	***b**	***c**	a	b	c	d	e	***f**	g	***a**	***b**	c	***a**	b	***c**
Unweighted total	**116**	68	21	26	110	72	111	43	43	16	84	21	3	33	29	112	8
Weighted total	**118**	72	23	22	110	61	110	47	40	15	87	17	4	34	36	111	7
Don't Know (DO NOT READ OUT)	**1**	*	-	*	1	*	1	-	*	-	*	-	-	1	-	1	-
	1%	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	c
Unweighted total	**116**	86	79	5	2	99	112	95	112	94	110	-	77	112	17	-	-	116
Weighted total	**118**	85	80	7	4	99	114	93	114	94	111	-	76	113	15	-	-	118
Letters	**97**	69	63	7	4	79	95	82	95	79	91	-	66	95	14	-	-	97
	83%	*82%*	*79%*	*100%*	*100%*	*79%*	*84%*	*88%*	*84%*	*84%*	*82%*	*-%*	*87%*	*84%*	*91%*	*-%*	*-%*	*83%*
Large letters	**38**	33	29	1	4	30	38	38	38	30	36	-	29	38	1	-	-	38
	33%	*38%*	*36%*	*8%*	*100%*	*30%*	*34%*	*41%*	*34%*	*32%*	*33%*	*-%*	*38%*	*34%*	*5%*	*-%*	*-%*	*33%*
Other everyday correspondence, such as invoices, one off bills etc.	**23**	14	15	-	2	16	20	17	20	20	23	-	17	21	2	-	-	23
	19%	*16%*	*18%*	*-%*	*66%*	*16%*	*18%*	*18%*	*18%*	*21%*	*20%*	*-%*	*22%*	*19%*	*15%*	*-%*	*-%*	*19%*
Parcels and packets	**11**	7	5	-	2	9	11	9	11	10	11	-	9	11	*	-	-	11
	10%	*8%*	*6%*	*-%*	*66%*	*9%*	*10%*	*9%*	*10%*	*10%*	*10%*	*-%*	*12%*	*10%*	*1%*	*-%*	*-%*	*10%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**10**	4	3	-	2	7	10	8	10	8	10	-	9	10	3	-	-	10
	8%	*5%*	*4%*	*-%*	*66%*	*7%*	*9%*	*9%*	*9%*	*9%*	*9%*	*-%*	*12%*	*9%*	*19%*	*-%*	*-%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	**5**	-	3	-	-	5	5	5	5	5	5	-	5	5	3	-	-	5
	4%	*-%*	*3%*	*-%*	*-%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*-%*	*7%*	*5%*	*17%*	*-%*	*-%*	*4%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**5**	2	5	-	-	5	5	5	5	5	5	-	5	5	-	-	-	5
	4%	*3%*	*6%*	*-%*	*-%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*-%*	*7%*	*4%*	*-%*	*-%*	*-%*	*4%*
Order fulfilment (sending ordered goods to customers)	**3**	*	3	-	-	2	3	2	3	3	3	-	2	3	-	-	-	3
	2%	*1%*	*4%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*-%*	*3%*	*3%*	*-%*	*-%*	*-%*	*2%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**4**	3	3	-	-	4	4	2	4	3	4	-	4	4	1	-	-	4
	4%	*4%*	*3%*	*-%*	*-%*	*4%*	*4%*	*2%*	*4%*	*3%*	*4%*	*-%*	*5%*	*4%*	*4%*	*-%*	*-%*	*4%*
None of these (DO NOT READ OUT)	**4**	3	3	-	-	4	4	1	4	*	4	-	*	4	-	-	-	4
	3%	*4%*	*4%*	*-%*	*-%*	*4%*	*3%*	*1%*	*3%*	*%*	*3%*	*-%*	*%*	*3%*	*-%*	*-%*	*-%*	*3%*
Don't Know (DO NOT READ OUT)	**1**	*	1	-	-	1	*	-	*	*	*	-	*	*	*	-	-	1
	1%	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*-%*	*1%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	***b**	c
Unweighted total	**116**	86	79	5	2	99	112	95	112	94	110	-	77	112	17	-	-	116
Weighted total	**118**	85	80	7	4	99	114	93	114	94	111	-	76	113	15	-	-	118
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	a	b	*a	*b
Unweighted total	116	12	3	101	91	25	109	7	79	11	32	83	6	8
Weighted total	118	7	3	108	93	25	107	11	78	14	30	87	2	7
Letters	97	5	*	91	79	18	87	10	64	14	23	73	2	5
	83%	76%	10%	85%	85%	73%	82%	89%	81%	100%	77%	84%	95%	76%
Large letters	38	1	*	37	31	8	33	6	26	4	12	26	*	1
	33%	16%	4%	34%	33%	31%	31%	50%	33%	30%	41%	30%	23%	15%
Other everyday correspondence, such as invoices, one off bills etc.	23	1	-	22	21	2	23	-	12	2	8	14	-	*
	19%	11%	-%	20%	22%	8%	21%	-%	16%	17%	28%	16%	-%	7%
Parcels and packets	11	3	-	8	8	3	10	1	8	3	7	5	*	-
	10%	42%	-%	8%	9%	12%	9%	13%	11%	19%	22% b	5%	9%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	*	-	9	9	*	10	-	5	2	7	3	-	-
	8%	6%	-%	9%	10%	2%	9%	-%	7%	17%	22% b	4%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	5	*	-	5	5	-	5	-	3	2	3	3	*	-
	4%	2%	-%	5%	6%	-%	5%	-%	3%	17%	8%	3%	5%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	5	-	2	3	5	-	5	-	*	2	5	*	-	-
	4%	-%	90%	2%	5%	-%	5%	-%	*%	17%	16% b	*%	-%	-%
Order fulfilment (sending ordered goods to customers)	3	*	-	2	2	*	3	-	-	2	3	-	-	-
	2%	6%	-%	2%	3%	2%	3%	-%	-%	17%	9% b	-%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	4	1	-	3	2	3	3	1	3	-	1	3	*	1
	4%	19%	-%	3%	2%	10%	3%	11%	4%	-%	4%	3%	5%	17%
None of these (DO NOT READ OUT)	4	-	-	4	1	3	4	-	4	-	-	4	-	-
	3%	-%	-%	3%	1%	10%	3%	-%	4%	-%	-%	4%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	a	b	*a	*b
Unweighted total	**116**	12	3	101	91	25	109	7	79	11	32	83	6	8
Weighted total	**118**	7	3	108	93	25	107	11	78	14	30	87	2	7
Don't Know (DO NOT READ OUT)	**1**	-	-	1	1	-	1	-	1	-	-	1	-	-
	1%	-%	-%	*1%*	*1%*	-%	*1%*	-%	*1%*	-%	-%	*1%*	-%	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?
Base: All with decrease at QS1

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	116	11	-	9	19	12	3	10	21	19	9	14
Weighted total	118	7	-	7	17	16	2	6	25	17	13	15
Letters	97	6	-	6	11	14	1	6	21	14	11	14
	83%	91%	-%	93%	64%	89%	28%	92%	85%	83%	82%	94%
Large letters	38	1	-	3	1	11	1	5	5	6	3	3
	33%	22%	-%	48%	7%	69%	28%	75%	21%	38%	23%	20%
Other everyday correspondence, such as invoices, one off bills etc.	23	*	-	-	*	5	2	*	2	4	4	6
	19%	7%	-%	-%	2%	28%	72%	7%	7%	26%	32%	38%
Parcels and packets	11	*	-	-	*	4	-	-	*	1	3	3
	10%	3%	-%	-%	1%	23%	-%	-%	2%	9%	21%	19%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	-	-	-	-	2	-	-	3	1	1	2
	8%	-%	-%	-%	-%	15%	-%	-%	13%	7%	5%	16%
Publications, such as magazines, periodicals, customer newsletters	5	-	-	-	-	2	-	-	3	-	-	*
	4%	-%	-%	-%	-%	15%	-%	-%	11%	-%	-%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	5	-	-	-	2	2	-	-	*	-	-	-
	4%	-%	-%	-%	14%	15%	-%	-%	1%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	3	-	-	-	-	2	-	-	-	-	*	-
	2%	-%	-%	-%	-%	15%	-%	-%	-%	-%	3%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	4	*	-	-	1	-	-	-	2	1	-	*
	4%	2%	-%	-%	3%	-%	-%	-%	10%	7%	-%	1%
None of these (DO NOT READ OUT)	4	-	-	-	3	-	-	*	-	*	-	*
	3%	-%	-%	-%	17%	-%	-%	1%	-%	1%	-%	3%
Don't Know (DO NOT READ OUT)	1	-	-	*	-	-	-	-	*	-	-	-
	1%	-%	-%	7%	-%	-%	-%	-%	1%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	**149**	5	14	7	12	7	21	10	13	11	18	20	11	100
Weighted total	**165**	8	18	15	13	7	36	23	18	9	7	7	4	147
Growth of business	**122**	7	10	10	10	3	28	18	15	7	7	5	3	107
	74%	*80%*	*56%*	*67%*	*79%*	*44%*	*79%*	*77%*	*81%*	*72%*	*92%*	*84%*	*73%*	*73%*
Ability to reach more customers	**10**	-	3	-	1	2	-	3	*	-	-	1	*	10
	6%	*-%*	*17%*	*-%*	*10%*	*37%*	*-%*	*12%*	*1%*	*-%*	*-%*	*8%*	*3%*	*7%*
Increase use of direct mail for marketing	**9**	-	3	5	*	-	-	-	-	-	-	1	-	8
	6%	*-%*	*17%*	*33%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*6%*
More items being sent to existing clients	**3**	-	2	-	-	-	-	-	2	-	-	-	-	3
	2%	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*2%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	-	-	-	-	-	-	-	-	3	-	-	*	3
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*-%*	*-%*	*12%*	*2%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	3	3	2	1	1	10	3	2	2	1	*	*	28
	18%	*40%*	*17%*	*15%*	*10%*	*19%*	*29%*	*12%*	*9%*	*26%*	*8%*	*7%*	*12%*	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**149**	5	22	-	6	51	8	55	113	22	9	5	36	68	81
Weighted total	**165**	7	20	-	5	59	8	61	158	4	2	1	6	85	80
Growth of business	**122**	1	17	-	3	44	8	45	117	3	1	1	5	63	59
	74%	*18%*	*83%*	*-%*	*51%*	*75%*	*100%*	*73%*	*74%*	*87%*	*83%*	*67%*	*83%*	*74%*	*74%*
Ability to reach more customers	**10**	3	1	-	-	5	-	2	10	*	*	-	*	4	7
	6%	*44%*	*3%*	*-%*	*-%*	*9%*	*-%*	*3%*	*6%*	*8%*	*6%*	*-%*	*6%*	*4%*	*8%*
Increase use of direct mail for marketing	**9**	-	2	-	-	1	-	7	9	*	-	-	*	7	3
	6%	*-%*	*8%*	*-%*	*-%*	*2%*	*-%*	*11%*	*6%*	*5%*	*-%*	*-%*	*3%*	*8%*	*3%*
More items being sent to existing clients	**3**	-	-	-	-	3	-	-	3	-	-	-	-	3	-
	2%	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	-	1	-	-	2	-	-	3	-	*	-	*	1	2
	2%	*-%*	*7%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	*11%*	*-%*	*3%*	*1%*	*2%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	4	1	-	3	8	-	14	30	-	-	*	*	15	14
	18%	*63%*	*7%*	*-%*	*49%*	*13%*	*-%*	*23%*	*19%*	*-%*	*-%*	*33%*	*5%*	*18%*	*18%*
									e						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**149**	65	12	13	5	81	68	19	62	68	60	25	17	15	13	11	2
Weighted total	**165**	90	8	10	1	96	68	26	71	68	80	28	15	10	13	7	3
Growth of business	**122**	68	5	7	1	64	58	14	50	58	65	13	11	7	10	7	2
	74%	*75%*	*66%*	*69%*	*76%*	*66%*	*85%* a	*55%*	*70%*	*85%* b	*81%*	*45%*	*72%*	*70%*	*78%*	*100%*	*84%*
Ability to reach more customers	**10**	4	-	*	-	7	3	4	3	3	7	1	*	-	*	-	-
	6%	*4%*	*-%*	*2%*	*-%*	*7%*	*5%*	*17%*	*4%*	*5%*	*9%*	*4%*	*1%*	*-%*	*1%*	*-%*	*-%*
Increase use of direct mail for marketing	**9**	5	-	-	-	7	3	1	5	3	1	3	*	2	3	-	-
	6%	*5%*	*-%*	*-%*	*-%*	*7%*	*4%*	*6%*	*7%*	*4%*	*2%*	*11%*	*3%*	*16%*	*20%*	*-%*	*-%*
More items being sent to existing clients	**3**	2	-	2	-	3	-	2	2	-	2	2	-	-	-	-	-
	2%	*2%*	*-%*	*17%*	*-%*	*3%*	*-%*	*6%*	*2%*	*-%*	*2%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	*	-	-	*	2	1	-	2	1	1	-	*	1	-	-	-
	2%	**%*	*-%*	*-%*	*24%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*-%*	*3%*	*13%*	*-%*	*-%*	*-%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	21	3	1	-	21	9	10	11	9	14	12	3	1	-	-	*
	18%	*23%*	*34%*	*13%*	*-%*	*22%*	*13%*	*37%*	*16%*	*13%*	*17%*	*41%*	*20%*	*12%*	*-%*	*-%*	*16%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**149**	62	15	11	6	14	119	30	115	34	86	58	5
Weighted total	**165**	72	16	15	7	11	126	39	119	45	92	70	3
Growth of business	**122**	56	12	12	3	11	90	32	86	36	62	57	2
	74%	*77%*	*74%*	*84%*	*45%*	*94%*	*71%*	*82%*	*72%*	*80%*	*68%*	*82%*	*89%*
Ability to reach more customers	**10**	4	2	-	1	*	9	2	9	2	7	3	*
	6%	*6%*	*11%*	*-%*	*19%*	*1%*	*7%*	*4%*	*7%*	*4%*	*7%*	*5%*	*11%*
Increase use of direct mail for marketing	**9**	4	-	-	-	-	9	-	9	-	6	3	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*8%*	*-%*	*7%*	*5%*	*-%*
More items being sent to existing clients	**3**	2	-	-	-	-	3	-	3	-	3	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*4%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	2	-	-	-	*	3	*	3	*	2	1	-
	2%	*3%*	*-%*	*-%*	*-%*	*2%*	*2%*	**%*	*2%*	**%*	*2%*	*2%*	*-%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	11	3	2	3	2	22	8	20	10	18	12	-
	18%	*15%*	*18%*	*16%*	*36%*	*19%*	*17%*	*20%*	*16%*	*22%*	*19%*	*18%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	**149**	52	31	63	126	96	133	95	62	57	97	74	3	31	76	141	29
Weighted total	**165**	55	38	67	135	95	140	107	56	67	93	86	1	35	72	153	28
Growth of business	**122**	37	28	52	94	72	99	84	35	49	67	67	1	26	58	112	24
	74%	*68%*	*73%*	*78%*	*69%*	*76%*	*70%*	*78%*	*62%*	*74%*	*73%*	*78%*	*100%*	*75%*	*81%*	*73%*	*87%*
								e									
Ability to reach more customers	**10**	6	-	5	9	6	9	7	2	3	8	5	-	3	4	10	*
	6%	*11%*	*-%*	*7%*	*7%*	*6%*	*6%*	*7%*	*3%*	*5%*	*8%*	*5%*	*-%*	*8%*	*6%*	*7%*	*1%*
Increase use of direct mail for marketing	**9**	2	6	2	9	5	9	4	7	2	4	4	-	1	-	9	-
	6%	*4%*	*15%*	*3%*	*7%*	*5%*	*7%*	*4%*	*13%*	*2%*	*4%*	*4%*	*-%*	*2%*	*-%*	*6%*	*-%*
			c						**dfg**							a	
More items being sent to existing clients	**3**	2	2	-	3	3	3	2	-	2	-	2	-	-	2	2	-
	2%	*3%*	*4%*	*-%*	*2%*	*3%*	*2%*	*2%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	1	1	1	2	1	2	1	2	3	2	3	-	-	1	3	*
	2%	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*4%*	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*1%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	14	5	11	27	15	27	14	13	13	17	16	-	5	10	27	5
	18%	*25%*	*14%*	*16%*	*20%*	*15%*	*19%*	*13%*	*23%*	*19%*	*18%*	*18%*	*-%*	*15%*	*13%*	*18%*	*17%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	*b	*c
Unweighted total	**149**	106	90	11	2	126	145	130	147	125	145	1	97	139	31	149	-	-
Weighted total	**165**	110	98	7	2	145	158	133	161	139	159	3	100	152	33	165	-	-
Growth of business	**122**	83	71	6	1	106	118	104	121	103	120	-	73	114	30	122	-	-
	74%	*75%*	*73%*	*82%*	*74%*	*73%*	*75%*	*78%*	*75%*	*74%*	*76%*	*-%*	*73%*	*75%*	*94%* **ab**	*74%*	*-%*	*-%*
Ability to reach more customers	**10**	5	5	*	-	9	10	8	10	9	10	-	6	10	*	10	-	-
	6%	*5%*	*5%*	*1%*	*-%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*-%*	*6%*	*7%*	*1%*	*6%*	*-%*	*-%*
Increase use of direct mail for marketing	**9**	8	6	-	-	9	7	7	7	5	7	3	4	4	-	9	-	-
	6%	*7%*	*6%*	*-%*	*-%*	*6%*	*4%*	*5%*	*4%*	*4%*	*4%*	*100%*	*4%*	*3%*	*-%*	*6%*	*-%*	*-%*
More items being sent to existing clients	**3**	2	2	-	-	3	3	3	3	3	3	-	3	3	-	3	-	-
	2%	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*3%*	*2%*	*-%*	*2%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	3	2	-	-	3	3	3	3	3	3	-	2	3	*	3	-	-
	2%	*3%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	18	18	1	*	28	28	22	30	25	27	-	22	30	2	30	-	-
	18%	*16%*	*19%*	*17%*	*26%*	*19%*	*18%*	*16%*	*18%*	*18%*	*17%*	*-%*	*22%* c	*20%*	*5%*	*18%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	149	27	24	97	85	64	147	2	109	9	37	107	13	41
Weighted total	165	30	30	103	99	66	162	2	119	12	40	122	14	46
Growth of business	122	25	21	75	76	46	120	2	86	7	30	89	12	40
	74%	*83%*	*70%*	*72%*	*77%*	*70%*	*74%*	*100%*	*72%*	*61%*	*76%*	*73%*	*89%*	*87%*
Ability to reach more customers	10	2	4	4	6	4	10	-	9	1	3	7	2	2
	6%	*7%*	*13%*	*4%*	*6%*	*7%*	*6%*	*-%*	*7%*	*10%*	*7%*	*6%*	*11%*	*4%*
Increase use of direct mail for marketing	9	*	-	9	3	6	9	-	9	-	*	9	-	2
	6%	*2%*	*-%*	*9%*	*3%*	*10%*	*6%*	*-%*	*8%*	*-%*	*%*	*8%*	*-%*	*4%*
More items being sent to existing clients	3	-	-	3	2	2	3	-	3	-	-	3	-	-
	2%	*-%*	*-%*	*3%*	*2%*	*3%*	*2%*	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	*	-	3	1	2	3	-	3	-	1	2	-	1
	2%	*1%*	*-%*	*3%*	*1%*	*4%*	*2%*	*-%*	*2%*	*-%*	*3%*	*1%*	*-%*	*3%*
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	30	9	5	15	17	13	30	-	20	4	10	20	-	8
	18%	*31%*	*17%*	*15%*	*17%*	*19%*	*18%*	*-%*	*17%*	*29%*	*24%*	*17%*	*-%*	*18%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS2a. What would you say are the reasons for the expected increase?
Base: All respondents who anticipate volume of mail to increase

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	***a**	***b**	***c**	***a**	***b**	c	***a**	***b**	***c**
Unweighted total	**149**	47	1	16	26	16	7	12	30	14	14	14
Weighted total	**165**	54	2	15	27	13	10	16	30	14	22	18
Growth of business	**122**	47	2	11	23	11	6	13	20	9	16	12
	74%	*87%*	*100%*	*73%*	*83%*	*87%*	*54%*	*80%*	*67%*	*70%*	*76%*	*71%*
Ability to reach more customers	**10**	3	-	-	-	-	5	-	2	-	4	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*46%*	*-%*	*6%*	*-%*	*18%*	*-%*
Increase use of direct mail for marketing	**9**	2	-	1	2	*	-	-	4	-	1	-
	6%	*3%*	*-%*	*4%*	*9%*	*4%*	*-%*	*-%*	*14%*	*-%*	*7%*	*-%*
More items being sent to existing clients	**3**	-	-	2	2	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*11%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**3**	1	-	-	*	-	1	*	1	-	-	-
	2%	*2%*	*-%*	*-%*	*1%*	*-%*	*12%*	*3%*	*4%*	*-%*	*-%*	*-%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**30**	8	-	2	*	2	2	7	4	4	4	5
	18%	*16%*	*-%*	*12%*	*2%*	*13%*	*16%*	*44%*	*14%*	*30%*	*17%*	*29%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 203

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	9	1	2	1	-	-	1	-	-	2	-	2	-	7
Weighted total	13	2	3	2	-	-	3	-	-	2	-	1	-	12
Growth of business	3	2	-	-	-	-	-	-	-	-	-	1	-	2
	19%	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*13%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	-	-	-	-	-	-	-	-	2	-	-	-	2
	18%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*20%*
Ability to reach more customers	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	11%	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS2a other	7	-	2	2	-	-	3	-	-	-	-	-	-	7
	51%	*-%*	*53%*	*100%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*55%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	9	1	2	-	-	3	-	3	9	-	-	-	-	5	4
Weighted total	13	2	2	-	-	4	-	5	13	-	-	-	-	8	5
Growth of business	3	-	*	-	-	*	-	2	3	-	-	-	-	*	2
	19%	-%	26%	-%	-%	11%	-%	30%	19%	-%	-%	-%	-%	5%	44%
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	-	1	-	-	1	-	-	2	-	-	-	-	1	1
	18%	-%	74%	-%	-%	28%	-%	-%	18%	-%	-%	-%	-%	14%	25%
Ability to reach more customers	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	11%	-%	-%	-%	-%	-%	-%	27%	11%	-%	-%	-%	-%	-%	31%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	7	2	-	-	-	3	-	2	7	-	-	-	-	7	-
	51%	100%	-%	-%	-%	62%	-%	43%	51%	-%	-%	-%	-%	80%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**9**	6	-	-	-	5	4	3	2	4	6	2	-	1	-	-	-
Weighted total	**13**	9	-	-	-	7	6	5	2	6	10	2	-	1	-	-	-
Growth of business	**3**	1	-	-	-	*	2	-	*	2	*	2	-	-	-	-	-
	19%	*10%*	*-%*	*-%*	*-%*	*7%*	*35%*	*-%*	*28%*	*35%*	*4%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**2**	-	-	-	-	1	1	-	1	1	1	-	-	1	-	-	-
	18%	*-%*	*-%*	*-%*	*-%*	*17%*	*20%*	*-%*	*72%*	*20%*	*12%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
Ability to reach more customers	**1**	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-
	11%	*16%*	*-%*	*-%*	*-%*	*21%*	*-%*	*27%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Cheaper / Lower Prices	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of direct mail for marketing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
More items being sent to existing clients	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS2a other	**7**	7	-	-	-	4	3	4	-	3	7	-	-	-	-	-	-
	51%	*74%*	*-%*	*-%*	*-%*	*56%*	*45%*	*73%*	*-%*	*45%*	*68%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	9	5	1	-	-	1	8	1	8	1	4	5	-
Weighted total	13	7	*	-	-	2	10	3	10	3	6	7	-
Growth of business	3	*	*	-	-	2	3	-	3	-	*	2	-
	19%	*7%*	*100%*	*-%*	*-%*	*100%*	*24%*	*-%*	*24%*	*-%*	*8%*	*28%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	2	-	-	-	-	2	-	2	-	1	1	-
	18%	*34%*	*-%*	*-%*	*-%*	*-%*	*23%*	*-%*	*23%*	*-%*	*21%*	*16%*	*-%*
Ability to reach more customers	1	1	-	-	-	-	1	-	1	-	-	1	-
	11%	*21%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*14%*	*-%*	*-%*	*20%*	*-%*
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS2a other	7	3	-	-	-	-	4	3	4	3	4	3	-
	51%	*38%*	*-%*	*-%*	*-%*	*-%*	*38%*	*100%*	*38%*	*100%*	*70%*	*36%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	9	4	2	3	7	5	7	5	2	4	4	7	-	-	2	8	1
Weighted total	13	6	4	3	9	7	9	5	3	4	5	9	-	-	3	10	2
Growth of business	3	*	-	2	3	2	3	3	-	2	*	3	-	-	2	3	2
	19%	*8%*	*-%*	*63%*	*28%*	*29%*	*28%*	*49%*	*-%*	*46%*	*9%*	*28%*	*-%*	*-%*	*58%*	*24%*	*100%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	-	1	1	1	1	1	1	1	2	1	2	-	-	1	2	-
	18%	*-%*	*34%*	*37%*	*13%*	*16%*	*13%*	*23%*	*42%*	*54%*	*25%*	*26%*	*-%*	*-%*	*42%*	*23%*	*-%*
Ability to reach more customers	1	1	-	-	1	-	1	1	-	-	1	1	-	-	-	1	-
	11%	*23%*	*-%*	*-%*	*16%*	*-%*	*16%*	*28%*	*-%*	*-%*	*31%*	*16%*	*-%*	*-%*	*-%*	*14%*	*-%*
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS2a other	7	4	2	-	4	4	4	-	2	-	2	3	-	-	-	4	-
	51%	*69%*	*66%*	*-%*	*43%*	*55%*	*43%*	*-%*	*58%*	*-%*	*35%*	*29%*	*-%*	*-%*	*-%*	*38%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	9	6	5	-	-	9	8	9	9	7	8	-	7	9	-	9	-	-
Weighted total	13	8	6	-	-	13	11	13	13	9	11	-	10	13	-	13	-	-
Growth of business	3	2	2	-	-	3	1	3	3	3	1	-	3	3	-	3	-	-
	19%	25%	32%	-%	-%	19%	8%	19%	19%	27%	8%	-%	25%	19%	-%	19%	-%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	2	1	-	-	2	2	2	2	2	2	-	1	2	-	2	-	-
	18%	29%	19%	-%	-%	18%	21%	18%	18%	26%	21%	-%	12%	18%	-%	18%	-%	-%
Ability to reach more customers	1	1	1	-	-	1	1	1	1	-	1	-	1	1	-	1	-	-
	11%	18%	23%	-%	-%	11%	13%	11%	11%	-%	13%	-%	14%	11%	-%	11%	-%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	7	2	2	-	-	7	7	7	7	4	7	-	5	7	-	7	-	-
	51%	28%	26%	-%	-%	51%	58%	51%	51%	47%	58%	-%	49%	51%	-%	51%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	9	4	-	5	3	6	9	-	8	-	3	6	-	5
Weighted total	13	7	-	6	5	8	13	-	11	-	4	9	-	7
Growth of business	3	2	-	*	*	2	3	-	3	-	*	2	-	2
	19%	29%	-%	8%	8%	28%	19%	-%	24%	-%	11%	23%	-%	28%
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	-	-	2	-	2	2	-	2	-	1	1	-	1
	18%	-%	-%	40%	-%	32%	18%	-%	22%	-%	30%	13%	-%	16%
Ability to reach more customers	1	-	-	1	-	1	1	-	1	-	-	1	-	1
	11%	-%	-%	25%	-%	19%	11%	-%	14%	-%	-%	16%	-%	20%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	7	5	-	2	5	2	7	-	4	-	2	4	-	3
	51%	71%	-%	27%	92%	21%	51%	-%	40%	-%	59%	47%	-%	36%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an increase in volume

		Satisfaction with other main provider		Month	Month			Month
	TOTAL	Satisfied	Dissatisfied	Mar	Apr	May	Jun	Nov
Significance Level: 95%		*a	*b	*a	*a	*b	*c	*a
Unweighted total	9	5	-	1	2	2	2	2
Weighted total	13	7	-	*	3	4	2	4
Growth of business	3	2	-	*	-	2	*	-
	19%	28%	-%	100%	-%	38%	26%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	2	1	-	-	1	-	1	-
	18%	16%	-%	-%	42%	-%	74%	-%
Ability to reach more customers	1	1	-	-	-	-	-	1
	11%	20%	-%	-%	-%	-%	-%	38%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of direct mail for marketing	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	7	3	-	-	2	3	-	2
	51%	36%	-%	-%	58%	62%	-%	62%

Columns Tested: a,b - a,b,c - a

Ofcom; Business Postal Tracker
Table 204

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	116	9	13	2	9	7	11	9	9	5	15	17	10	74
Weighted total	118	10	15	3	7	8	22	22	10	6	5	6	3	103
Increase use of emailing services	67	8	8	3	6	1	10	12	6	5	2	3	1	60
	57%	83%	57%	100%	80%	17%	45%	55%	65%	80%	44%	47%	36%	59%
Use of new/digital communication methods	35	2	2	-	1	4	8	10	1	4	1	1	1	31
	30%	17%	11%	-%	18%	51%	35%	45%	15%	60%	27%	18%	43%	30%
Postal costs	21	2	-	-	1	1	5	2	5	1	1	2	1	17
	18%	17%	-%	-%	18%	16%	23%	11%	46%	20%	17%	39%	21%	17%
Retirement / closing the business	13	-	4	-	-	2	2	2	-	-	*	*	*	12
	11%	-%	30%	-%	-%	32%	11%	11%	-%	-%	9%	7%	3%	11%
Electronic technology is more reliable / faster	6	-	-	-	-	-	-	2	3	-	-	-	-	6
	5%	-%	-%	-%	-%	-%	-%	11%	32%	-%	-%	-%	-%	5%
Less effective than other communications media	4	-	-	-	*	-	2	-	*	1	-	-	-	4
	3%	-%	-%	-%	2%	-%	11%	-%	4%	20%	-%	-%	-%	4%
Poor customer service /unreliable service	4	-	-	3	-	-	-	-	-	1	-	-	-	4
	3%	-%	-%	94%	-%	-%	-%	-%	-%	20%	-%	-%	-%	4%
Downsizing the company	4	-	-	-	1	-	2	-	-	-	*	-	*	4
	3%	-%	-%	-%	18%	-%	11%	-%	-%	-%	2%	-%	3%	4%
More BACS payments	3	-	*	-	-	-	2	-	-	-	-	-	*	3
	3%	-%	1%	-%	-%	-%	11%	-%	-%	-%	-%	-%	15%	2%
Increase use of social media	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	2%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	2%
Environmental costs	2	-	-	-	*	-	-	-	1	-	-	1	-	2
	2%	-%	-%	-%	3%	-%	-%	-%	15%	-%	-%	9%	-%	2%
Too complicated - hard to understand what the best mailing option is	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	2	-	-	-	-	-	-	-	1	-	-	2
	2%	-%	11%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	2%
Don't Know	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
OFC1885
Issue date: 18/01/16

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**116**	14	11	2	16	20	4	45	86	18	5	7	30	52	64
Weighted total	**118**	18	6	1	12	20	4	49	113	3	1	1	5	55	62
Increase use of emailing services	**67**	17	3	1	7	10	1	23	64	2	*	1	3	35	32
	57%	*93%*	*51%*	*100%*	*61%*	*50%*	*31%*	*48%*	*56%*	*76%*	*49%*	*47%*	*63%*	*64%*	*50%*
Use of new/digital communication methods	**35**	4	2	-	1	11	3	13	34	*	*	-	1	11	24
	30%	*22%*	*34%*	*-%*	*9%*	*53%*	*69%*	*27%*	*30%*	*16%*	*33%*	*-%*	*15%*	*20%*	*39%* a
Postal costs	**21**	1	2	-	2	2	-	14	21	*	-	-	*	7	15
	18%	*7%*	*34%*	*-%*	*20%*	*7%*	*-%*	*29%*	*19%*	*16%*	*-%*	*-%*	*9%*	*12%*	*23%*
Retirement / closing the business	**13**	*	-	-	3	4	1	4	12	-	-	*	*	8	4
	11%	*3%*	*-%*	*-%*	*26%*	*18%*	*37%*	*8%*	*11%*	*-%*	*-%*	*9%*	*2%*	*15%*	*7%*
Electronic technology is more reliable / faster	**6**	-	-	-	1	-	-	4	6	-	-	-	-	1	4
	5%	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*8%*	*5%*	*-%*	*-%*	*-%*	*-%*	*3%*	*6%*
Less effective than other communications media	**4**	-	*	-	-	-	-	4	4	-	*	*	1	3	1
	3%	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*8%*	*3%*	*-%*	*19%*	*29%*	*11%*	*5%*	*2%*
Poor customer service /unreliable service	**4**	-	-	-	-	-	-	1	4	-	-	-	-	3	1
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*
Downsizing the company	**4**	-	-	-	-	*	-	1	4	*	-	*	*	1	3
	3%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*3%*	*4%*	*-%*	*9%*	*5%*	*2%*	*4%*
More BACS payments	**3**	*	*	-	-	-	-	2	3	*	-	-	*	3	*
	3%	*3%*	*4%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*8%*	*-%*	*-%*	*4%*	*5%*	*1%*
Increase use of social media	**2**	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	2%	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
Environmental costs	**2**	-	1	-	-	-	-	1	2	*	*	-	*	2	*
	2%	*-%*	*26%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*4%*	*25%*	*-%*	*7%*	*4%*	*%*
Too complicated - hard to understand what the best mailing option is	*	-	*	-	-	-	-	-	-	-	-	*	*	-	*
	%	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*4%*	*-%*	*%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security concerns	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	-	*	-	*	-	-	2	3	-	-	-	-	2	1
	2%	*-%*	*8%*	*-%*	*4%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Produced by OLR
OFC1885
Issue date: 18/01/16

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	**116**	14	11	2	16	20	4	45	86	18	5	7	30	52	64
Weighted total	**118**	18	6	1	12	20	4	49	113	3	1	1	5	55	62
Don't Know	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	2%	-%	-%	*%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	*b	*a	b	*c	a	*b	*c	*d	*e	*f	*g
Unweighted total	**116**	49	10	14	4	91	25	25	66	25	47	28	19	7	6	8	-
Weighted total	**118**	61	11	7	1	101	17	28	72	17	57	29	20	6	4	2	-
Increase use of emailing services	**67**	34	8	6	1	56	11	17	39	11	31	19	10	3	2	1	-
	57%	*56%*	*73%*	*83%*	*73%*	*56%*	*63%*	*58%*	*55%*	*63%*	*55%*	*64%*	*51%*	*62%*	*48%*	*49%*	*-%*
Use of new/digital communication methods	**35**	18	1	1	*	29	6	9	20	6	19	11	4	*	*	-	-
	30%	*29%*	*12%*	*13%*	*15%*	*29%*	*34%*	*33%*	*28%*	*34%*	*34%*	*36%*	*20%*	*4%*	*11%*	*-%*	*-%*
Postal costs	**21**	15	2	*	*	18	4	7	10	4	10	5	3	*	2	1	-
	18%	*24%*	*18%*	*2%*	*15%*	*17%*	*23%*	*25%*	*15%*	*23%*	*17%*	*18%*	*17%*	*8%*	*47%*	*31%*	*-%*
Retirement / closing the business	**13**	7	-	-	-	13	-	2	11	-	5	3	4	-	-	-	-
	11%	*11%*	*-%*	*-%*	*-%*	*13%*	*-%*	*6%*	*15%*	*-%*	*9%*	*11%*	*22%*	*-%*	*-%*	*-%*	*-%*
Electronic technology is more reliable / faster	**6**	4	2	-	-	4	2	1	2	2	4	-	-	-	2	-	-
	5%	*6%*	*15%*	*-%*	*-%*	*4%*	*10%*	*5%*	*3%*	*10%*	*7%*	*-%*	*-%*	*-%*	*44%*	*-%*	*-%*
Less effective than other communications media	**4**	4	-	*	-	4	*	1	3	*	1	-	2	*	-	*	-
	3%	*6%*	*-%*	*2%*	*-%*	*4%*	*2%*	*4%*	*4%*	*2%*	*2%*	*-%*	*12%*	*4%*	*-%*	*20%*	*-%*
Poor customer service /unreliable service	**4**	1	3	-	-	4	-	1	3	-	1	3	-	-	-	-	-
	3%	*2%*	*24%*	*-%*	*-%*	*4%*	*-%*	*4%*	*4%*	*-%*	*2%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**4**	2	*	-	-	3	1	*	3	1	3	*	-	1	-	-	-
	3%	*4%*	*1%*	*-%*	*-%*	*3%*	*7%*	**%*	*3%*	*7%*	*4%*	**%*	*-%*	*23%*	*-%*	*-%*	*-%*
More BACS payments	**3**	*	2	*	-	3	-	3	*	-	3	-	-	-	-	-	-
	3%	*1%*	*21%*	*3%*	*-%*	*3%*	*-%*	*10%*	**%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**2**	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*3%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Environmental costs	**2**	-	-	-	-	*	2	-	*	2	-	2	-	-	-	*	-
	2%	*-%*	*-%*	*-%*	*-%*	**%*	*11%*	*-%*	*1%*	*11%*	*-%*	*7%*	*-%*	*-%*	*-%*	*19%*	*-%*
Too complicated - hard to understand what the best mailing option is	*	-	-	-	*	-	*	-	-	*	-	-	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*27%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security concerns	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	1	-	-	-	2	*	2	*	*	2	*	*	-	-	-	-
	2%	*1%*	*-%*	*-%*	*-%*	*2%*	*3%*	*6%*	*1%*	*3%*	*3%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
Don't Know	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Produced by OLR
OFC1885
Issue date: 18/01/16

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	*b	*c
Unweighted total	**116**	50	3	2	-	3	111	5	102	14	93	22	1
Weighted total	**118**	55	1	*	-	1	112	5	105	13	98	20	*
Increase use of emailing services	**67**	29	1	*	-	*	62	5	57	10	53	13	*
	57%	*53%*	*88%*	*63%*	*-%*	*15%*	*55%*	*91%*	*54%*	*76%*	*54%*	*67%*	*100%*
Use of new/digital communication methods	**35**	19	-	-	-	*	35	-	30	5	25	10	-
	30%	*34%*	*-%*	*-%*	*-%*	*15%*	*31%*	*-%*	*29%*	*38%*	*26%*	*51%*	*-%*
Postal costs	**21**	9	*	*	-	1	21	*	20	2	18	3	-
	18%	*16%*	*12%*	*37%*	*-%*	*76%*	*19%*	*9%*	*19%*	*13%*	*18%*	*17%*	*-%*
Retirement / closing the business	**13**	5	-	-	-	-	13	-	11	1	11	1	-
	11%	*9%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*11%*	*9%*	*12%*	*6%*	*-%*
Electronic technology is more reliable / faster	**6**	4	-	-	-	-	6	-	6	-	6	-	-
	5%	*7%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*5%*	*-%*	*6%*	*-%*	*-%*
Less effective than other communications media	**4**	*	-	-	-	*	4	-	4	*	3	1	-
	3%	*1%*	*-%*	*-%*	*-%*	*24%*	*4%*	*-%*	*4%*	*1%*	*3%*	*7%*	*-%*
Poor customer service /unreliable service	**4**	3	-	-	-	-	1	3	1	3	-	4	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*1%*	*51%*	*1%*	*21%*	*-%*	*20%*	*-%*
Downsizing the company	**4**	3	-	-	-	-	4	-	4	-	4	-	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*4%*	*-%*	*4%*	*-%*	*-%*
More BACS payments	**3**	2	-	-	-	-	3	-	3	-	3	-	-
	3%	*4%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*
Increase use of social media	**2**	-	-	-	-	-	2	-	2	-	2	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*
Environmental costs	**2**	1	*	-	-	-	2	*	1	2	1	1	*
	2%	*3%*	*41%*	*-%*	*-%*	*-%*	*2%*	*4%*	*1%*	*13%*	*1%*	*7%*	*100%*
Too complicated - hard to understand what the best mailing option is	*	*	-	-	-	-	*	-	*	-	*	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	*	-	-	-	-	3	-	3	-	3	-	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	***b**	***c**	***d**	***e**	a	***b**	a	***b**	a	***b**	***c**
Unweighted total	**116**	50	3	2	-	3	111	5	102	14	93	22	1
Weighted total	**118**	55	1	*	-	1	112	5	105	13	98	20	*
Don't Know	*	*	-	-	-	-	*	-	*	-	*	-	-
	**%*	*1%*	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker
Table 204 (continuation)

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	*c	a	b	c	d	e	*f	g	*a	*b	c	*a	b	*c
Unweighted total	**116**	68	21	26	110	72	111	43	43	16	84	21	3	33	29	112	8
Weighted total	**118**	72	23	22	110	61	110	47	40	15	87	17	4	34	36	111	7
Increase use of emailing services	**67**	47	12	8	66	32	66	24	23	8	51	10	3	17	22	66	4
	57%	*65%*	*53%*	*35%*	*60%*	*52%*	*60%*	*51%*	*57%*	*57%*	*59%*	*59%*	*75%*	*51%*	*60%*	*60%*	*54%*
Use of new/digital communication methods	**35**	23	3	8	29	20	29	18	9	8	21	7	*	9	14	30	1
	30%	*32%*	*15%*	*36%*	*26%*	*32%*	*26%*	*38%*	*23%*	*56%*	*24%*	*40%*	*13%*	*27%*	*38%*	*27%*	*9%*
Postal costs	**21**	9	7	6	18	11	19	8	7	2	16	3	-	7	7	19	1
	18%	*12%*	*29%*	*28%*	*17%*	*18%*	*17%*	*16%*	*18%*	*15%*	*19%*	*18%*	*-%*	*19%*	*18%*	*17%*	*10%*
Retirement / closing the business	**13**	2	3	8	9	5	9	4	2	-	8	1	-	2	6	9	2
	11%	*2%*	*13%*	*36%*	*8%*	*8%*	*8%*	*9%*	*5%*	*-%*	*9%*	*7%*	*-%*	*5%*	*17%*	*8%*	*35%*
Electronic technology is more reliable / faster	**6**	1	2	2	6	2	6	2	4	-	6	-	-	4	2	6	-
	5%	*2%*	*10%*	*7%*	*5%*	*4%*	*5%*	*5%*	*10%*	*-%*	*6%*	*-%*	*-%*	*12%*	*7%*	*5%*	*-%*
Less effective than other communications media	**4**	1	3	*	4	2	4	*	*	*	3	*	-	*	1	4	*
	3%	*2%*	*12%*	*1%*	*4%*	*3%*	*4%*	*1%*	**%*	*1%*	*3%*	*1%*	*-%*	*1%*	*4%*	*4%*	*3%*
Poor customer service /unreliable service	**4**	4	-	-	4	4	4	3	3	-	-	-	3	-	4	4	3
	3%	*5%*	*-%*	*-%*	*4%*	*6%*	*4%*	*6%*	*7%*	*-%*	*-%*	*-%*	*75%*	*-%*	*11%*	*4%*	*39%*
						g		g	g								
Downsizing the company	**4**	3	1	-	4	3	4	3	-	*	3	*	-	2	-	4	-
	3%	*4%*	*5%*	*-%*	*4%*	*4%*	*4%*	*5%*	*-%*	*1%*	*3%*	*1%*	*-%*	*7%*	*-%*	*3%*	*-%*
More BACS payments	**3**	1	2	-	3	3	3	2	*	-	3	-	-	2	-	3	-
	3%	*1%*	*10%*	*-%*	*3%*	*5%*	*3%*	*5%*	*1%*	*-%*	*3%*	*-%*	*-%*	*7%*	*-%*	*3%*	*-%*
Increase use of social media	**2**	2	-	-	2	-	2	-	-	-	-	-	-	-	-	2	-
	2%	*3%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
Environmental costs	**2**	1	*	1	2	2	2	2	1	2	2	2	-	*	2	2	-
	2%	*1%*	*1%*	*7%*	*2%*	*4%*	*2%*	*4%*	*1%*	*11%*	*3%*	*9%*	*-%*	*1%*	*5%*	*2%*	*-%*
Too complicated - hard to understand what the best mailing option is	*	*	-	-	*	*	*	*	-	-	-	-	-	*	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security concerns	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	***b**	***c**	a	b	c	d	e	***f**	g	***a**	***b**	c	***a**	b	***c**
Unweighted total	**116**	68	21	26	110	72	111	43	43	16	84	21	3	33	29	112	8
Weighted total	**118**	72	23	22	110	61	110	47	40	15	87	17	4	34	36	111	7
Other	**3**	3	-	-	3	2	3	-	3	-	3	-	*	-	-	3	-
	2%	*4%*	*-%*	*-%*	*2%*	*3%*	*2%*	*-%*	*6%*	*-%*	*3%*	*-%*	*12%*	*-%*	*-%*	*2%*	*-%*
Don't Know	*	*	-	-	*	-	*	-	*	-	-	-	-	*	-	*	-
	***%**	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	c
Unweighted total	**116**	86	79	5	2	99	112	95	112	94	110	-	77	112	17	-	-	116
Weighted total	**118**	85	80	7	4	99	114	93	114	94	111	-	76	113	15	-	-	118
Increase use of emailing services	**67**	51	48	2	-	57	65	57	65	58	64	-	45	63	7	-	-	67
	57%	*61%*	*60%*	*27%*	*-%*	*58%*	*57%*	*61%*	*57%*	*61%*	*58%*	*-%*	*59%*	*55%*	*48%*	*-%*	*-%*	*57%*
Use of new/digital communication methods	**35**	24	22	5	1	28	33	29	33	29	34	-	23	35	8	-	-	35
	30%	*28%*	*27%*	*73%*	*34%*	*28%*	*29%*	*31%*	*29%*	*31%*	*30%*	*-%*	*30%*	*31%*	*50%*	*-%*	*-%*	*30%*
Postal costs	**21**	14	13	*	2	18	20	17	20	20	21	-	19	20	5	-	-	21
	18%	*17%*	*16%*	*7%*	*66%*	*18%*	*17%*	*18%*	*17%*	*21%*	*19%*	*-%*	*24%*	*18%*	*31%*	*-%*	*-%*	*18%*
Retirement / closing the business	**13**	7	7	-	-	13	13	6	13	7	10	-	11	13	-	-	-	13
	11%	*8%*	*9%*	*-%*	*-%*	*13%*	*11%*	*7%*	*11%*	*7%*	*9%*	*-%*	*14%*	*11%*	*-%*	*-%*	*-%*	*11%*
Electronic technology is more reliable / faster	**6**	4	6	-	-	6	4	2	4	6	6	-	4	4	-	-	-	6
	5%	*5%*	*7%*	*-%*	*-%*	*6%*	*4%*	*3%*	*4%*	*6%*	*5%*	*-%*	*5%*	*4%*	*-%*	*-%*	*-%*	*5%*
Less effective than other communications media	**4**	4	1	-	2	2	4	4	4	4	4	-	4	4	*	-	-	4
	3%	*5%*	*1%*	*-%*	*66%*	*2%*	*3%*	*4%*	*3%*	*4%*	*4%*	*-%*	*5%*	*4%*	*2%*	*-%*	*-%*	*3%*
Poor customer service /unreliable service	**4**	4	3	-	-	4	4	4	4	4	4	-	4	4	3	-	-	4
	3%	*5%*	*3%*	*-%*	*-%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*-%*	*5%*	*3%*	*17%*	*-%*	*-%*	*3%*
Downsizing the company	**4**	3	4	-	-	4	4	1	4	1	4	-	-	4	-	-	-	4
	3%	*3%*	*5%*	*-%*	*-%*	*4%*	*3%*	*1%*	*3%*	*1%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*
More BACS payments	**3**	3	3	-	-	3	3	3	3	3	3	-	3	3	*	-	-	3
	3%	*4%*	*4%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*1%*	*-%*	*-%*	*3%*
Increase use of social media	**2**	-	2	-	-	2	2	-	2	-	-	-	-	2	-	-	-	2
	2%	*-%*	*3%*	*-%*	*-%*	*2%*	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*
Environmental costs	**2**	1	2	-	-	2	2	2	2	2	2	-	2	2	1	-	-	2
	2%	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*3%*	*2%*	*10%*	*-%*	*-%*	*2%*
Too complicated - hard to understand what the best mailing option is	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*	-	-	*
	%	*-%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*-%*	*%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security concerns	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**3**	3	*	-	-	3	3	2	3	*	3	-	-	3	-	-	-	3
	2%	*3%*	*1%*	*-%*	*-%*	*3%*	*2%*	*2%*	*2%*	*%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	***c**	***a**	***b**	c
Unweighted total	**116**	86	79	5	2	99	112	95	112	94	110	-	77	112	17	-	-	116
Weighted total	**118**	85	80	7	4	99	114	93	114	94	111	-	76	113	15	-	-	118
Don't Know	*	-	*	-	-	*	*	-	*	-	-	-	-	-	-	-	-	*
	*%	-%	1%	-%	-%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	a	b	*a	*b
Unweighted total	116	12	3	101	91	25	109	7	79	11	32	83	6	8
Weighted total	118	7	3	108	93	25	107	11	78	14	30	87	2	7
Increase use of emailing services	67	4	-	63	55	12	67	-	40	8	17	49	2	3
	57%	57%	-%	58%	59%	46%	62%	-%	52%	58%	56%	57%	86%	38%
Use of new/digital communication methods	35	5	*	30	30	5	30	5	27	4	5	30	1	4
	30%	64%	4%	28%	33%	19%	28%	46%	34%	29%	16%	35%	66%	61%
Postal costs	21	1	2	18	19	2	21	-	11	3	10	12	*	2
	18%	9%	90%	17%	21%	9%	20%	-%	14%	21%	32% b	14%	11%	24%
Retirement / closing the business	13	2	-	10	6	6	8	4	9	4	4	9	-	1
	11%	33%	-%	10%	7%	26%	8%	38%	11%	28%	13%	10%	-%	17%
Electronic technology is more reliable / faster	6	-	2	3	6	-	6	-	-	2	4	1	-	-
	5%	-%	90%	3%	6%	-%	5%	-%	-%	12%	13% b	2%	-%	-%
Less effective than other communications media	4	*	*	4	4	*	4	-	3	1	4	*	*	1
	3%	2%	6%	3%	4%	1%	4%	-%	3%	10%	13% b	*%	9%	17%
Poor customer service /unreliable service	4	-	-	4	1	3	4	-	-	4	4	-	-	1
	3%	-%	-%	4%	1%	11%	4%	-%	-%	28%	13% b	-%	-%	17%
Downsizing the company	4	-	-	4	*	4	4	*	4	-	*	4	-	-
	3%	-%	-%	4%	*%	15%	4%	1%	5%	-%	*%	4%	-%	-%
More BACS payments	3	-	-	3	3	*	3	-	*	-	2	1	-	-
	3%	-%	-%	3%	3%	1%	3%	-%	1%	-%	8% b	1%	-%	-%
Increase use of social media	2	-	-	2	2	-	2	-	2	-	-	2	-	-
	2%	-%	-%	2%	3%	-%	2%	-%	3%	-%	-%	3%	-%	-%
Environmental costs	2	*	-	2	2	*	2	-	2	-	*	2	*	-
	2%	3%	-%	2%	2%	2%	2%	-%	3%	-%	*%	2%	11%	-%
Too complicated - hard to understand what the best mailing option is	*	-	-	*	*	-	*	-	-	-	*	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	1%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		***a**	***b**	c	a	***b**	a	***b**	a	***b**	a	b	***a**	***b**
Unweighted total	**116**	12	3	101	91	25	109	7	79	11	32	83	6	8
Weighted total	**118**	7	3	108	93	25	107	11	78	14	30	87	2	7
Security concerns	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**3**	-	-	3	2	*	1	2	3	-	-	3	-	-
	2%	-%	-%	*2%*	*2%*	*2%*	*1%*	*15%*	*3%*	-%	-%	*3%*	-%	-%
Don't Know	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	%	-%	-%	*%*	*1%*	-%	*%*	-%	*1%*	-%	-%	*1%*	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS3a. What would you say are the reasons for the expected decrease?
Base: All who anticipate volume of mail to decrease

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted total	116	11	-	9	19	12	3	10	21	19	9	14
Weighted total	118	7	-	7	17	16	2	6	25	17	13	15
Increase use of emailing services	67	3	-	1	8	10	2	3	15	12	7	9
	57%	48%	-%	12%	44%	63%	81%	47%	59%	72%	57%	64%
Use of new/digital communication methods	35	4	-	3	2	2	-	3	11	4	7	2
	30%	66%	-%	42%	13%	15%	-%	46%	46%	22%	55%	17%
Postal costs	21	2	-	1	5	-	*	3	4	3	*	4
	18%	27%	-%	21%	32%	-%	19%	39%	16%	17%	3%	30%
Retirement / closing the business	13	-	-	-	-	3	-	-	2	3	4	1
	11%	-%	-%	-%	-%	18%	-%	-%	10%	18%	29%	4%
Electronic technology is more reliable / faster	6	-	-	-	4	-	-	-	-	1	-	-
	5%	-%	-%	-%	24%	-%	-%	-%	-%	9%	-%	-%
Less effective than other communications media	4	1	-	-	*	*	-	-	1	-	-	2
	3%	21%	-%	-%	1%	1%	-%	-%	6%	-%	-%	16%
Poor customer service /unreliable service	4	1	-	-	-	-	-	-	4	-	-	-
	3%	18%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%
Downsizing the company	4	-	-	-	4	-	-	-	-	-	-	*
	3%	-%	-%	-%	22%	-%	-%	-%	-%	-%	-%	1%
More BACS payments	3	-	-	-	-	*	*	-	-	2	-	-
	3%	-%	-%	-%	-%	3%	9%	-%	-%	14%	-%	-%
Increase use of social media	2	-	-	-	-	-	-	-	-	-	-	2
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Environmental costs	2	*	-	-	*	-	-	-	*	*	-	1
	2%	4%	-%	-%	3%	-%	-%	-%	*%	1%	-%	10%
Too complicated - hard to understand what the best mailing option is	*	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	2	*	-	-	-	*	-	-	-
	2%	-%	-%	24%	3%	-%	-%	-%	2%	-%	-%	-%
Don't Know	*	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	32	1	2	1	3	1	4	4	3	2	3	5	3	21
Weighted total	40	2	2	3	3	1	10	9	5	2	1	2	1	37
Increase use of emailing services	11	-	*	-	1	-	3	5	1	-	*	-	1	10
	28%	-%	12%	-%	46%	-%	27%	50%	32%	-%	33%	-%	83%	28%
Postal costs	11	-	-	-	-	1	5	2	2	-	-	*	-	10
	27%	-%	-%	-%	-%	100%	50%	25%	36%	-%	-%	30%	-%	28%
Use of new/digital communication methods	7	2	1	-	-	-	-	-	1	1	*	1	-	6
	17%	100%	88%	-%	-%	-%	-%	-%	32%	51%	33%	34%	-%	16%
Environmental costs	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less effective than other communications media	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of social media	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Downsizing the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS3a other	11	-	-	3	1	-	2	2	-	1	*	1	*	10
	27%	-%	-%	100%	46%	-%	23%	25%	-%	49%	33%	36%	17%	27%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	**32**	4	3	-	3	8	1	12	26	4	1	1	6	15	17
Weighted total	**40**	5	2	-	2	9	1	18	39	1	*	*	1	20	20
Increase use of emailing services	**11**	4	*	-	2	6	-	-	11	*	-	-	*	7	4
	28%	*68%*	*9%*	*-%*	*80%*	*65%*	*-%*	*-%*	*28%*	*60%*	*-%*	*-%*	*36%*	*36%*	*21%*
Postal costs	**11**	-	-	-	*	-	-	10	11	-	-	-	-	2	8
	27%	*-%*	*-%*	*-%*	*20%*	*-%*	*-%*	*59%*	*28%*	*-%*	*-%*	*-%*	*-%*	*12%*	*42%*
Use of new/digital communication methods	**7**	-	2	-	-	1	1	3	7	*	-	-	*	5	2
	17%	*-%*	*91%*	*-%*	*-%*	*6%*	*100%*	*16%*	*17%*	*21%*	*-%*	*-%*	*13%*	*23%*	*11%*
Environmental costs	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*100%*	*-%*	*27%*	*1%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Less effective than other communications media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS3a other	**11**	2	-	-	-	2	-	4	11	*	-	*	*	6	5
	27%	*32%*	*-%*	*-%*	*-%*	*29%*	*-%*	*24%*	*27%*	*19%*	*-%*	*100%*	*24%*	*28%*	*27%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	32	15	4	1	1	25	7	8	17	7	15	11	2	-	2	2	-
Weighted total	40	20	7	*	*	33	7	10	23	7	20	13	5	-	2	*	-
Increase use of emailing services	11	5	*	*	-	9	3	1	7	3	5	3	3	-	-	-	-
	28%	24%	6%	100%	-%	26%	36%	15%	31%	36%	26%	26%	53%	-%	-%	-%	-%
Postal costs	11	9	2	-	-	9	2	4	5	2	6	*	2	-	2	-	-
	27%	46%	23%	-%	-%	28%	22%	39%	23%	22%	31%	4%	47%	-%	94%	-%	-%
Use of new/digital communication methods	7	4	-	-	*	4	3	*	4	3	2	5	-	-	*	-	-
	17%	18%	-%	-%	100%	12%	38%	4%	16%	38%	10%	36%	-%	-%	6%	-%	-%
Environmental costs	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	3%	-%	-%	3%	-%	-%	-%	-%	-%	71%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less effective than other communications media	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of social media	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Downsizing the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS3a other	11	2	5	-	-	11	*	4	7	*	6	4	-	-	-	*	-
	27%	12%	71%	-%	-%	33%	1%	41%	30%	1%	32%	34%	-%	-%	-%	29%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*a	*b	*c
Unweighted total	**32**	13	2	-	-	1	30	2	26	6	24	7	1
Weighted total	**40**	20	*	-	-	*	37	3	32	8	30	10	*
Increase use of emailing services	**11**	3	-	-	-	-	11	-	8	3	8	3	-
	28%	*15%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*25%*	*41%*	*27%*	*32%*	*-%*
Postal costs	**11**	5	-	-	-	-	11	-	11	-	11	-	-
	27%	*22%*	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*33%*	*-%*	*36%*	*-%*	*-%*
Use of new/digital communication methods	**7**	5	-	-	-	*	7	-	5	2	4	3	-
	17%	*24%*	*-%*	*-%*	*-%*	*100%*	*18%*	*-%*	*16%*	*21%*	*13%*	*29%*	*-%*
Environmental costs	*	-	*	-	-	-	-	*	-	*	-	-	*
	1%	*-%*	*71%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*3%*	*-%*	*-%*	*100%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Less effective than other communications media	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS3a other	**11**	8	*	-	-	-	8	3	8	3	7	4	-
	27%	*39%*	*29%*	*-%*	*-%*	*-%*	*22%*	*92%*	*26%*	*35%*	*24%*	*40%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	**32**	18	8	6	29	18	29	12	10	4	23	4	1	10	12	29	3
Weighted total	**40**	20	11	10	35	19	35	18	12	4	26	4	3	11	16	35	3
Increase use of emailing services	**11**	9	*	2	11	3	11	3	3	3	8	3	-	*	3	11	*
	28%	*44%*	*4%*	*25%*	*33%*	*18%*	*33%*	*15%*	*25%*	*62%*	*30%*	*62%*	*-%*	*4%*	*19%*	*33%*	*13%*
Postal costs	**11**	3	6	2	8	4	8	2	6	-	10	-	-	5	4	8	-
	27%	*14%*	*59%*	*17%*	*23%*	*21%*	*23%*	*14%*	*47%*	*-%*	*37%*	*-%*	*-%*	*40%*	*22%*	*23%*	*-%*
Use of new/digital communication methods	**7**	2	1	3	6	4	6	4	*	2	4	2	-	3	3	6	*
	17%	*11%*	*13%*	*34%*	*18%*	*23%*	*18%*	*25%*	*1%*	*36%*	*14%*	*36%*	*-%*	*29%*	*19%*	*18%*	*3%*
Environmental costs	*	-	*	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	1%	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*1%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Less effective than other communications media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS3a other	**11**	6	2	2	9	7	9	8	3	*	5	*	3	3	6	9	3
	27%	*32%*	*22%*	*25%*	*25%*	*36%*	*25%*	*45%*	*27%*	*2%*	*18%*	*2%*	*100%*	*25%*	*39%*	*25%*	*83%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	*b	c	*d	*e	*f	*a	b	*c	*a	*b	c
Unweighted total	**32**	21	21	1	1	26	30	24	30	27	29	-	26	31	6	-	-	32
Weighted total	**40**	27	27	*	2	36	38	29	38	34	36	-	32	39	8	-	-	40
Increase use of emailing services	**11**	9	11	-	-	11	10	7	10	8	9	-	5	10	1	-	-	11
	28%	*33%*	*40%*	*-%*	*-%*	*30%*	*26%*	*26%*	*26%*	*23%*	*25%*	*-%*	*16%*	*25%*	*8%*	*-%*	*-%*	*28%*
Postal costs	**11**	6	5	*	2	8	11	8	11	10	11	-	9	11	3	-	-	11
	27%	*24%*	*17%*	*100%*	*100%*	*22%*	*28%*	*27%*	*28%*	*28%*	*30%*	*-%*	*28%*	*28%*	*34%*	*-%*	*-%*	*27%*
Use of new/digital communication methods	**7**	4	5	-	-	7	6	5	6	5	5	-	7	7	2	-	-	7
	17%	*16%*	*19%*	*-%*	*-%*	*19%*	*17%*	*18%*	*17%*	*16%*	*15%*	*-%*	*21%*	*18%*	*24%*	*-%*	*-%*	*17%*
Environmental costs	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Less effective than other communications media	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS3a other	**11**	7	7	-	-	11	11	9	11	11	11	-	11	11	3	-	-	11
	27%	*27%*	*25%*	*-%*	*-%*	*29%*	*29%*	*29%*	*29%*	*32%*	*30%*	*-%*	*34%*	*28%*	*34%*	*-%*	*-%*	*27%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	**32**	6	1	25	25	7	32	-	17	5	11	20	3	2
Weighted total	**40**	5	2	33	32	8	40	-	22	8	16	24	2	2
Increase use of emailing services	**11**	*	-	11	8	3	11	-	8	1	*	11	-	*
	28%	*9%*	*-%*	*33%*	*26%*	*37%*	*28%*	*-%*	*36%*	*15%*	*3%*	*46%*	*-%*	*26%*
Postal costs	**11**	-	2	8	11	-	11	-	6	2	8	3	-	-
	27%	*-%*	*100%*	*26%*	*33%*	*-%*	*27%*	*-%*	*25%*	*20%*	*48%*	*13%*	*-%*	*-%*
Use of new/digital communication methods	**7**	2	-	5	6	*	7	-	5	1	2	5	1	-
	17%	*37%*	*-%*	*15%*	*20%*	*6%*	*17%*	*-%*	*24%*	*18%*	*10%*	*22%*	*85%*	*-%*
Environmental costs	*	*	-	-	*	-	*	-	-	-	-	-	*	-
	1%	*5%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Less effective than other communications media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS3a other	**11**	2	-	9	6	5	11	-	3	4	6	5	-	1
	27%	*49%*	*-%*	*26%*	*20%*	*58%*	*27%*	*-%*	*16%*	*47%*	*40%*	*19%*	*-%*	*74%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

		Satisfaction with other main provider		Month		Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted total	**32**	3	-	1	5	1	2	6	8	3	6
Weighted total	**40**	2	-	*	7	*	2	10	8	6	7
Increase use of emailing services	**11**	*	-	-	1	*	*	3	2	2	2
	28%	*23%*	*-%*	*-%*	*18%*	*100%*	*21%*	*32%*	*20%*	*40%*	*34%*
Postal costs	**11**	-	-	*	4	-	-	3	1	-	2
	27%	*-%*	*-%*	*100%*	*58%*	*-%*	*-%*	*27%*	*16%*	*-%*	*34%*
Use of new/digital communication methods	**7**	-	-	-	-	-	2	-	2	1	2
	17%	*-%*	*-%*	*-%*	*-%*	*-%*	*79%*	*-%*	*25%*	*21%*	*29%*
Environmental costs	*	*	-	-	-	-	-	-	*	-	-
	1%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Less effective than other communications media	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
QS3a other	**11**	1	-	-	2	-	-	4	3	2	*
	27%	*64%*	*-%*	*-%*	*25%*	*-%*	*-%*	*41%*	*36%*	*40%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Yes, and we have tried another provider	**103**	6	14	7	5	9	18	20	5	10	2	5	1	95
	9%	*9%*	*11%*	*5%*	*8%*	*10%*	*10%*	*11%*	*5%*	*11%*	*4%*	*9%*	*1%*	*9%*
		l	**jl**		l	**jl**	l	**jl**		**jl**		l		**jl**
Yes, but we have not tried another provider	**65**	5	6	2	5	5	3	20	7	3	5	2	2	56
	5%	*7%*	*5%*	*2%*	*7%*	*5%*	*1%*	*11%*	*8%*	*3%*	*8%*	*4%*	*4%*	*5%*
					f			**cfklm**	f		f			
No	**1026**	61	102	125	59	73	165	142	79	71	50	53	47	877
	86%	*84%*	*83%*	*93%*	*85%*	*84%*	*88%*	*78%*	*85%*	*85%*	*88%*	*87%*	*93%*	*85%*
				g									**abdeghik**	
													m	
Don't Know	**5**	-	-	-	*	-	2	-	2	-	-	*	*	4
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1200	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	1200	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Yes, and we have tried another provider	103	2	13	*	4	38	5	37	98	3	2	1	6	42	62
	9%	2%	13%	1%	5%	12%	9%	8%	8%	11%	17%	8%	12%	7%	10%
			ad			ad	a	a			a				
Yes, but we have not tried another provider	65	2	10	-	2	23	6	21	62	2	1	1	3	26	39
	5%	1%	9%	-%	2%	8%	10%	5%	5%	5%	8%	11%	7%	5%	6%
			adg			ad	ad								
No	1026	115	80	16	83	244	48	402	987	25	7	7	39	508	518
	86%	97%	78%	99%	93%	79%	81%	87%	86%	84%	73%	81%	81%	88%	83%
		befg			bef			be	c	c				b	
Don't Know	5	-	-	-	-	4	-	1	5	-	*	-	*	*	5
	*%	-%	-%	-%	-%	1%	-%	*%	*%	-%	2%	-%	*%	*%	1%
											ab				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Yes, and we have tried another provider	**103**	54	11	10	1	45	59	13	32	59	59	20	6	2	3	2	2
	9%	*9%*	*19%*	*16%*	*14%*	*5%*	*24%*	*4%*	*5%*	*24%*	*8%*	*10%*	*4%*	*3%*	*10%*	*11%*	*84%*
			a				a			**ab**		d					
Yes, but we have not tried another provider	**65**	37	*	1	*	35	29	11	25	29	34	12	8	2	2	4	*
	5%	*6%*	**%*	*2%*	*3%*	*4%*	*12%*	*3%*	*4%*	*12%*	*5%*	*6%*	*5%*	*3%*	*6%*	*26%*	*16%*
		b					a			**ab**						**abcde**	
No	**1026**	487	46	50	4	880	147	314	565	147	617	180	129	54	28	10	-
	86%	*84%*	*81%*	*78%*	*82%*	*92%*	*61%*	*93%*	*91%*	*61%*	*87%*	*85%*	*91%*	*90%*	*82%*	*62%*	*-%*
						b		c	c		f	f	f	f	f		
Don't Know	**5**	2	-	2	-	*	5	*	-	5	2	-	-	2	1	-	-
	****%***	**%*	*-%*	*4%*	*-%*	**%*	*2%*	**%*	*-%*	*2%*	**%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*
				a			a			**ab**				**abc**	b		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
Yes, and we have tried another provider	**103**	47	16	8	13	8	67	36	54	49	24	77	3
	9%	*10%*	*25%*	*21%*	*55%*	*32%*	*6%*	*34%*	*5%*	*32%*	*3%*	*27%*	*34%*
			a	a				a		a		a	
Yes, but we have not tried another provider	**65**	25	11	8	1	7	55	10	51	14	42	23	*
	5%	*5%*	*17%*	*21%*	*4%*	*29%*	*5%*	*10%*	*5%*	*9%*	*5%*	*8%*	*6%*
			a	a						a		a	
No	**1026**	418	36	23	8	7	969	57	940	86	840	182	5
	86%	*85%*	*58%*	*58%*	*34%*	*29%*	*89%*	*53%*	*90%*	*56%*	*93%*	*64%*	*59%*
		bc					b		b		b		
Don't Know	**5**	-	-	-	2	2	1	4	1	4	1	5	-
	****%***	*-%*	*-%*	*-%*	*7%*	*10%*	**%*	*4%*	**%*	*3%*	**%*	*2%*	*-%*
								a		a		a	

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Yes, and we have tried another provider	**103**	40	18	42	70	45	78	80	31	56	50	74	*	16	56	89	22
	9%	*6%*	*8%*	*13%*	*6%*	*7%*	*7%*	*15%*	*8%*	*21%*	*6%*	*21%*	*4%*	*6%*	*14%*	*8%*	*22%*
				a				**abceg**		**abcdeg**		c			b		**ab**
Yes, but we have not tried another provider	**65**	20	20	24	49	49	56	40	16	24	40	35	-	17	31	59	5
	5%	*3%*	*9%*	*8%*	*5%*	*7%*	*5%*	*8%*	*4%*	*9%*	*5%*	*10%*	*-%*	*6%*	*7%*	*5%*	*5%*
			a	a		**ac**		**aceg**		**aceg**							
No	**1026**	582	178	256	957	571	977	398	312	185	697	233	5	253	327	979	73
	86%	*90%*	*81%*	*79%*	*88%*	*85%*	*88%*	*76%*	*86%*	*70%*	*88%*	*67%*	*96%*	*89%*	*79%*	*86%*	*72%*
		bc			**bdf**	**df**	**df**	f	**df**		**df**			a		**ac**	
Don't Know	**5**	*	3	2	5	5	5	4	2	-	1	4	-	-	2	5	*
	%	*%*	*1%*	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*-%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*%*
			a			g		g									

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Yes, and we have tried another provider	**103**	66	56	8	-	90	93	83	94	87	99	2	76	96	30	30	64	7
	9%	*7%*	*8%*	*14%*	*-%*	*8%*	*8%*	*8%*	*8%*	*9%*	*8%*	*37%*	*11%*	*8%*	*18%* **ab**	*18%* **bc**	*7%*	*6%*
Yes, but we have not tried another provider	**65**	44	36	7	3	50	64	53	65	58	63	-	44	62	7	30	32	3
	5%	*5%*	*5%*	*11%* c	*19%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*-%*	*6%*	*5%*	*4%*	*18%* **bc**	*4%*	*2%*
No	**1026**	768	644	47	14	948	1003	844	1010	783	1002	4	583	986	129	103	812	108
	86%	*87%*	*87%*	*76%*	*81%*	*87%* a	*86%*	*86%*	*86%*	*84%*	*86%*	*63%*	*83%*	*86%* c	*77%*	*63%*	*89%* a	*92%* a
Don't Know	**5**	5	2	-	-	5	5	5	5	5	5	-	3	5	*	2	4	-
	%	*1%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	*%*	*%*	*%*	*1%*	*%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Yes, and we have tried another provider	**103**	103	-	-	69	35	103	*	70	7	28	72	20	38
	9%	*100%*	*-%*	*-%*	*9%*	*7%*	*9%*	**%*	*7%*	*10%*	*13%*	*7%*	*53%*	*23%*
		bc					b				b		b	
Yes, but we have not tried another provider	**65**	-	65	-	38	26	64	*	36	7	27	38	4	17
	5%	*-%*	*100%*	*-%*	*5%*	*6%*	*6%*	**%*	*4%*	*11%*	*12%*	*4%*	*12%*	*10%*
			ac				b			a	b			
No	**1026**	-	-	1026	619	408	916	111	827	54	163	858	13	107
	86%	*-%*	*-%*	*100%*	*85%*	*86%*	*84%*	*99%*	*88%*	*80%*	*75%*	*88%*	*35%*	*64%*
				ab				a				a		a
Don't Know	**5**	-	-	-	2	3	5	-	5	-	-	5	-	5
	****%***	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*3%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider?
Base: All Respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
Yes, and we have tried another provider	103	46	4	10	3	5	4	17	17	10	20	17
	9%	26%	60%	10%	2%	3%	8%	17%	7%	8%	15%	11%
				bc				c				
Yes, but we have not tried another provider	65	19	3	4	10	8	3	7	8	11	6	9
	5%	11%	40%	4%	6%	6%	5%	7%	3%	9%	4%	6%
No	1026	106	-	83	148	128	49	72	222	99	106	119
	86%	60%	-%	83%	91%	91%	87%	74%	90%	83%	80%	83%
					a				b			
Don't Know	5	5	-	2	*	*	-	2	-	*	-	-
	*%	3%	-%	2%	*%	*%	-%	2%	-%	*%	-%	-%
								c				

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Ofcom; Business Postal Tracker
Table 207

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1029**	53	83	59	59	74	91	64	64	67	138	145	132	614
Weighted total	**1026**	61	102	125	59	73	165	142	79	71	50	53	47	877
We don't mail large enough volumes	**230**	18	26	30	13	10	38	32	21	18	7	9	8	206
	22%	*30%*	*26%*	*24%*	*21%*	*14%*	*23%*	*23%*	*27%*	*25%*	*14%*	*17%*	*16%*	*24%*
		ejkl	j						j					j
Our chosen provider is reliable enough for our needs	**169**	13	17	14	10	16	36	23	7	5	8	12	9	141
	16%	*21%*	*16%*	*12%*	*17%*	*22%*	*22%*	*16%*	*9%*	*7%*	*15%*	*22%*	*18%*	*16%*
		i				**hi**	**hi**					**hi**	i	
Convenience / easier / suits our needs	**111**	8	13	18	8	3	15	15	6	12	4	7	1	98
	11%	*14%*	*13%*	*14%*	*13%*	*4%*	*9%*	*11%*	*8%*	*17%*	*9%*	*14%*	*2%*	*11%*
		el	**el**	**el**	l		l	l		**el**	l	**el**		**el**
We are near a Post Office	**108**	8	18	8	8	8	5	20	9	5	6	5	7	90
	11%	*13%*	*17%*	*6%*	*13%*	*11%*	*3%*	*14%*	*12%*	*8%*	*12%*	*10%*	*15%*	*10%*
		f	f		f			f	f		f		f	f
Our chosen provider is fast enough for our needs	**99**	6	13	10	6	11	16	13	5	4	4	7	5	84
	10%	*10%*	*12%*	*8%*	*10%*	*15%*	*10%*	*9%*	*6%*	*5%*	*7%*	*13%*	*10%*	*10%*
Our chosen provider is safe enough for our needs	**92**	6	10	7	5	11	18	13	5	4	3	7	4	79
	9%	*10%*	*10%*	*6%*	*8%*	*15%*	*11%*	*9%*	*6%*	*5%*	*5%*	*13%*	*8%*	*9%*
						j						j		
Unaware of other providers	**79**	*	11	8	2	8	13	10	5	3	7	4	8	59
	8%	*%*	*11%*	*6%*	*3%*	*11%*	*8%*	*7%*	*6%*	*4%*	*15%*	*7%*	*16%*	*7%*
			a			a	a				**adikm**		**adhikm**	
Happy / satisfied with the service from current provider	**65**	*	7	10	3	6	12	7	8	2	6	1	2	56
	6%	*%*	*7%*	*8%*	*5%*	*8%*	*8%*	*5%*	*10%*	*3%*	*12%*	*3%*	*5%*	*6%*
									ak		**aklm**			
Not considered / haven't thought about it / no time / it's not my decision	**60**	2	5	18	*	5	10	5	3	5	1	3	1	54
	6%	*3%*	*5%*	*14%*	*1%*	*7%*	*6%*	*4%*	*4%*	*8%*	*2%*	*6%*	*2%*	*6%*
				abdghjl										
				m										
No need to change - no demand / requirement to change	**56**	3	6	8	2	6	7	9	3	3	3	1	3	49
	5%	*6%*	*6%*	*6%*	*4%*	*9%*	*4%*	*7%*	*4%*	*4%*	*7%*	*2%*	*6%*	*6%*
						k								
Support Royal Mail / local Post Office / I'm against privatisation	**50**	3	6	5	2	1	7	10	2	4	1	5	2	42
	5%	*6%*	*6%*	*4%*	*4%*	*2%*	*5%*	*7%*	*2%*	*5%*	*3%*	*9%*	*4%*	*5%*
												j		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m
Produced by OLR
OFC1885
Issue date: 18/01/16

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1029**	53	83	59	59	74	91	64	64	67	138	145	132	614
Weighted total	**1026**	61	102	125	59	73	165	142	79	71	50	53	47	877
Don't know enough about other providers and their services	**37**	-	7	3	2	2	8	5	3	1	2	1	2	31
	4%	*-%*	*6%*	*2%*	*4%*	*3%*	*5%*	*4%*	*4%*	*2%*	*5%*	*2%*	*4%*	*4%*
Don't know enough about what other providers offer	**36**	-	3	10	*	1	2	7	5	5	*	1	1	35
	4%	*-%*	*3%*	*8%*	*1%*	*2%*	*1%*	*5%*	*6%*	*7%*	**%*	*2%*	*2%*	*4%*
				afjkl				j	j	**jk**				j
Others more expensive than our current providers	**29**	3	1	3	*	1	10	2	5	1	1	-	1	27
	3%	*5%*	*1%*	*2%*	**%*	*2%*	*6%*	*2%*	*6%*	*2%*	*2%*	*-%*	*1%*	*3%*
		k					**kl**		k					k
Other providers don't pick up mail in this area	**28**	3	*	-	4	4	*	5	2	3	2	3	2	21
	3%	*5%*	**%*	*-%*	*6%*	*5%*	**%*	*4%*	*2%*	*4%*	*5%*	*5%*	*5%*	*2%*
		f			**bf**	**bf**					f	**bf**	f	
Our customers prefer our chosen provider	**19**	2	*	-	3	1	-	5	1	1	1	1	3	14
	2%	*3%*	**%*	*-%*	*5%*	*2%*	*-%*	*4%*	*2%*	*2%*	*1%*	*2%*	*6%*	*2%*
					f								**bfjm**	
Always been with them / always use them	**15**	*	2	-	2	1	-	2	2	2	1	1	1	13
	1%	**%*	*2%*	*-%*	*4%*	*2%*	*-%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*1%*
Other operators do not provide the service I need	**7**	-	-	3	1	1	-	-	-	-	*	1	-	5
	1%	*-%*	*-%*	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*
Close to a post box	**4**	-	-	-	1	-	-	-	2	-	*	*	-	3
	****%***	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	**%*
Loyalty	**2**	-	-	-	-	-	-	2	-	-	-	-	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Other providers could not deliver to all the areas we need	**2**	-	-	-	-	1	-	-	-	-	-	*	*	1
	****%***	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*
						m								
Mainly doing it electronically / on the internet	**2**	-	-	-	1	-	-	-	-	*	*	-	-	1
	****%***	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*
					m									
There aren't any others in this area / no competition - they have the monopoly	**3**	-	-	-	-	-	-	-	-	-	1	1	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*2%*	*-%*
											m	m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
OFC1885
Issue date: 18/01/16

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1029**	53	83	59	59	74	91	64	64	67	138	145	132	614
Weighted total	**1026**	61	102	125	59	73	165	142	79	71	50	53	47	877
No reason	**22**	*	2	3	1	1	5	-	1	5	1	2	1	19
	2%	**%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*7%*	*1%*	*3%*	*2%*	*2%*
										gjm				
Other	**60**	5	3	10	4	5	10	5	4	4	3	1	5	50
	6%	*8%*	*3%*	*8%*	*8%*	*7%*	*6%*	*3%*	*5%*	*5%*	*6%*	*3%*	*11%*	*6%*
													bkm	
Don't know	**2**	-	-	-	-	-	-	-	2	-	-	-	-	2
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*
									m					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1029	114	91	15	89	217	46	427	787	157	44	41	242	440	589
Weighted total	1026	115	80	16	83	244	48	402	987	25	7	7	39	508	518
We don't mail large enough volumes	230	17	18	5	17	59	14	93	225	3	1	1	5	147	83
	22%	15%	23%	30%	20%	24%	30%	23%	23%	14%	9%	14%	13%	29%	16%
						a	a	a	bce					b	
Our chosen provider is reliable enough for our needs	169	17	12	1	21	39	6	66	162	4	1	1	7	85	84
	16%	15%	14%	4%	25%	16%	12%	16%	16%	17%	21%	14%	17%	17%	16%
					g										
Convenience / easier / suits our needs	111	9	6	4	12	21	3	48	108	2	*	-	3	71	39
	11%	8%	7%	24%	14%	9%	7%	12%	11%	8%	7%	-%	7%	14%	8%
									de					b	
We are near a Post Office	108	11	10	-	7	35	3	39	105	3	*	*	4	49	60
	11%	10%	12%	-%	9%	14%	5%	10%	11%	13%	3%	4%	10%	10%	12%
Our chosen provider is fast enough for our needs	99	12	3	-	16	27	1	35	96	2	1	1	3	49	50
	10%	11%	4%	-%	20%	11%	3%	9%	10%	8%	11%	8%	8%	10%	10%
					bfg	b									
Our chosen provider is safe enough for our needs	92	12	3	-	18	27	1	27	89	2	1	1	3	45	47
	9%	10%	4%	-%	21%	11%	3%	7%	9%	6%	11%	8%	7%	9%	9%
					abefg	b									
Unaware of other providers	79	10	11	*	3	18	3	28	75	3	1	*	4	30	49
	8%	9%	14%	3%	3%	7%	7%	7%	8%	10%	10%	7%	10%	6%	9%
			dg												a
Happy / satisfied with the service from current provider	65	6	7	*	7	20	2	20	63	2	1	-	2	37	28
	6%	5%	8%	3%	8%	8%	5%	5%	6%	6%	11%	-%	6%	7%	5%
											d				
Not considered / haven't thought about it / no time / it's not my decision	60	2	5	-	3	18	4	28	56	2	*	1	4	37	22
	6%	2%	7%	-%	4%	7%	8%	7%	6%	7%	6%	21%	9%	7%	4%
						a		a				abce		b	
No need to change - no demand / requirement to change	56	2	3	3	4	15	-	24	55	1	*	*	2	21	35
	5%	2%	4%	18%	5%	6%	-%	6%	6%	4%	3%	5%	4%	4%	7%
Support Royal Mail / local Post Office / I'm against privatisation	50	9	-	-	5	13	1	20	49	1	-	-	1	20	30
	5%	8%	-%	-%	6%	5%	3%	5%	5%	4%	-%	-%	3%	4%	6%
		b			b	b		b							

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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OFC1885
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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1029	114	91	15	89	217	46	427	787	157	44	41	242	440	589
Weighted total	1026	115	80	16	83	244	48	402	987	25	7	7	39	508	518
Don't know enough about other providers and their services	37	5	5	-	4	4	5	12	36	1	-	*	1	12	24
	4%	4%	6%	-%	5%	2%	10%	3%	4%	3%	-%	6%	3%	2%	5%
			e				eg								
Don't know enough about what other providers offer	36	7	2	2	3	10	-	13	36	1	-	*	1	21	15
	4%	6%	2%	15%	3%	4%	-%	3%	4%	2%	-%	3%	2%	4%	3%
Others more expensive than our current providers	29	4	3	-	3	4	3	12	28	1	-	-	1	15	14
	3%	4%	4%	-%	3%	2%	6%	3%	3%	4%	-%	-%	2%	3%	3%
Other providers don't pick up mail in this area	28	16	-	-	3	3	*	7	27	1	*	*	1	-	28
	3%	13%	-%	-%	3%	1%	*%	2%	3%	3%	1%	2%	3%	-%	5%
		bdefg													a
Our customers prefer our chosen provider	19	2	*	*	2	10	1	3	17	1	*	1	2	9	9
	2%	1%	1%	1%	2%	4%	2%	1%	2%	4%	1%	7%	4%	2%	2%
						g						a	a		
Always been with them / always use them	15	2	2	-	1	*	*	8	14	*	*	*	1	9	7
	1%	1%	3%	-%	1%	*%	1%	2%	1%	1%	7%	2%	2%	2%	1%
			e								ab				
Other operators do not provide the service I need	7	2	-	-	-	-	3	1	6	*	-	-	*	3	4
	1%	2%	-%	-%	-%	-%	6%	*%	1%	1%	-%	-%	1%	1%	1%
		eg					bdeg								
Close to a post box	4	-	-	-	*	1	-	2	4	-	-	-	-	2	2
	*%	-%	-%	-%	1%	*%	-%	1%	*%	-%	-%	-%	-%	*%	*%
Loyalty	2	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	*%	2%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
		eg													
Other providers could not deliver to all the areas we need	2	2	-	-	-	*	-	-	2	-	-	-	-	*	2
	*%	1%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%
		g													
Mainly doing it electronically / on the internet	2	-	-	-	1	*	-	-	1	*	-	*	*	-	2
	*%	-%	-%	-%	2%	*%	-%	-%	*%	*%	-%	3%	1%	-%	*%
					g							a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1029	114	91	15	89	217	46	427	787	157	44	41	242	440	589
Weighted total	1026	115	80	16	83	244	48	402	987	25	7	7	39	508	518
There aren't any others in this area / no competition - they have the monopoly	3	*	-	-	-	1	*	1	3	*	-	-	*	*	2
	*%	*%	-%	-%	-%	1%	*%	*%	*%	*%	-%	-%	*%	*%	*%
No reason	22	4	2	-	*	7	4	5	21	1	*	*	2	8	14
	2%	4%	3%	-%	1%	3%	7%	1%	2%	3%	4%	5%	4%	2%	3%
							dg								
Other	60	8	6	*	4	10	3	27	57	1	1	1	3	31	29
	6%	7%	7%	3%	5%	4%	6%	7%	6%	4%	21%	15%	9%	6%	6%
											abe	ab			
Don't know	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	*f	*g
Unweighted total	1029	412	62	65	23	821	208	282	539	208	535	194	128	86	47	28	-
Weighted total	1026	487	46	50	4	880	147	314	565	147	617	180	129	54	28	10	-
We don't mail large enough volumes	230	112	9	10	1	216	14	86	130	14	156	38	30	6	-	-	-
	22%	23%	19%	21%	18%	25%	9%	28%	23%	9%	25%	21%	23%	10%	-%	-%	-%
						b		c	c		de	de	de	e			
Our chosen provider is reliable enough for our needs	169	88	5	7	1	140	29	46	94	29	100	25	27	12	5	*	-
	16%	18%	10%	14%	22%	16%	20%	15%	17%	20%	16%	14%	21%	22%	16%	4%	-%
Convenience / easier / suits our needs	111	52	4	5	*	100	11	23	76	11	73	13	16	5	*	3	-
	11%	11%	8%	9%	6%	11%	7%	7%	14%	7%	12%	7%	13%	9%	1%	28%	-%
									ac		e		e				
We are near a Post Office	108	62	5	3	*	94	15	34	60	15	66	22	14	2	1	*	-
	11%	13%	12%	5%	11%	11%	10%	11%	11%	10%	11%	12%	11%	4%	4%	4%	-%
												d					
Our chosen provider is fast enough for our needs	99	48	*	7	1	84	15	30	54	15	59	12	18	6	3	*	-
	10%	10%	*%	13%	17%	10%	10%	10%	10%	10%	10%	7%	14%	11%	10%	4%	-%
		b		b									b				
Our chosen provider is safe enough for our needs	92	46	*	5	1	78	14	27	51	14	57	10	16	6	3	*	-
	9%	9%	*%	10%	17%	9%	10%	9%	9%	10%	9%	6%	13%	10%	10%	3%	-%
		b		b									b				
Unaware of other providers	79	35	6	5	*	67	12	24	42	12	42	16	6	6	7	1	-
	8%	7%	13%	9%	5%	8%	8%	8%	7%	8%	7%	9%	5%	11%	24%	8%	-%
															abcd		
Happy / satisfied with the service from current provider	65	28	2	3	-	50	15	16	34	15	30	15	13	1	1	*	-
	6%	6%	4%	6%	-%	6%	10%	5%	6%	10%	5%	9%	10%	2%	2%	3%	-%
							a			ab		d	ad				
Not considered / haven't thought about it / no time / it's not my decision	60	26	1	7	*	54	6	14	39	6	36	8	10	3	2	*	-
	6%	5%	2%	14%	10%	6%	4%	5%	7%	4%	6%	5%	8%	6%	8%	3%	-%
				ab													
No need to change - no demand / requirement to change	56	29	5	-	1	49	7	19	30	7	34	15	1	6	*	*	-
	5%	6%	10%	-%	16%	6%	5%	6%	5%	5%	6%	8%	1%	10%	1%	1%	-%
		c	c								c	c		ce			
Support Royal Mail / local Post Office / I'm against privatisation	50	22	4	3	-	38	12	11	27	12	30	5	7	*	4	3	-
	5%	4%	8%	7%	-%	4%	8%	3%	5%	8%	5%	3%	6%	*%	15%	28%	-%
							a			a			d		abcd		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Produced by OLR
OFC1885
Issue date: 18/01/16

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	*f	*g
Unweighted total	**1029**	412	62	65	23	821	208	282	539	208	535	194	128	86	47	28	-
Weighted total	**1026**	487	46	50	4	880	147	314	565	147	617	180	129	54	28	10	-
Don't know enough about other providers and their services	**37**	24	1	1	-	32	5	13	19	5	25	4	2	2	4	-	-
	4%	*5%*	*2%*	*1%*	*-%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*2%*	*4%*	*13%*	*-%*	*-%*
															abcd		
Don't know enough about what other providers offer	**36**	23	-	3	*	28	8	10	19	8	21	9	1	2	2	1	-
	4%	*5%*	*-%*	*6%*	*5%*	*3%*	*5%*	*3%*	*3%*	*5%*	*3%*	*5%*	*1%*	*4%*	*6%*	*7%*	*-%*
				b								c			c		
Others more expensive than our current providers	**29**	17	2	*	*	22	7	8	14	7	17	3	4	*	2	*	-
	3%	*3%*	*4%*	**%*	*2%*	*3%*	*5%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%*	*1%*	*6%*	*2%*	*-%*
Other providers don't pick up mail in this area	**28**	10	1	-	*	27	1	15	12	1	22	4	1	1	-	*	-
	3%	*2%*	*1%*	*-%*	*4%*	*3%*	*1%*	*5%*	*2%*	*1%*	*4%*	*2%*	*1%*	*3%*	*-%*	*3%*	*-%*
								c									
Our customers prefer our chosen provider	**19**	8	*	*	1	15	3	5	10	3	12	3	*	1	2	*	-
	2%	*2%*	**%*	**%*	*19%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*2%*	*8%*	*2%*	*-%*
															abc		
Always been with them / always use them	**15**	6	-	*	*	12	3	5	7	3	8	6	*	*	*	*	-
	1%	*1%*	*-%*	*1%*	*10%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*4%*	**%*	**%*	*2%*	*2%*	*-%*
												c					
Other operators do not provide the service I need	**7**	3	-	-	-	6	*	3	4	*	3	3	*	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*
Close to a post box	**4**	2	-	-	-	3	*	3	-	*	3	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*
								b									
Loyalty	**2**	-	-	2	-	2	-	-	2	-	-	2	-	-	-	-	-
	****%***	*-%*	*-%*	*5%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
				a								a					
Other providers could not deliver to all the areas we need	**2**	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mainly doing it electronically / on the internet	**2**	1	-	-	-	1	*	1	*	*	1	*	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**3**	1	*	-	-	3	*	1	2	*	2	*	*	-	*	-	-
	****%***	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	***f**	***g**
Unweighted total	**1029**	412	62	65	23	821	208	282	539	208	535	194	128	86	47	28	-
Weighted total	**1026**	487	46	50	4	880	147	314	565	147	617	180	129	54	28	10	-
No reason	**22**	6	5	4	*	17	5	4	13	5	9	4	5	1	3	*	-
	2%	*1%*	*11%*	*7%*	*4%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*2%*	*4%*	*3%*	*9%*	*2%*	*-%*
			a	a											**ab**		
Other	**60**	17	1	3	-	43	17	15	28	17	29	13	3	10	4	1	-
	6%	*3%*	*2%*	*6%*	*-%*	*5%*	*12%*	*5%*	*5%*	*12%*	*5%*	*7%*	*2%*	*19%*	*14%*	*9%*	*-%*
							a			**ab**				**abc**	**ac**		
Don't know	**2**	2	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker
Table 207 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1029	422	36	28	14	9	975	53	947	81	840	181	7
Weighted total	1026	418	36	23	8	7	969	57	940	86	840	182	5
We don't mail large enough volumes	230	80	1	2	1	-	224	6	216	14	194	35	*
	22%	19%	4%	7%	15%	-%	23%	10%	23%	16%	23%	19%	10%
		b					b						
Our chosen provider is reliable enough for our needs	169	82	11	1	3	2	162	7	150	19	142	26	1
	16%	20%	31%	4%	36%	30%	17%	12%	16%	21%	17%	14%	19%
Convenience / easier / suits our needs	111	52	1	4	1	-	106	5	106	4	95	15	-
	11%	12%	3%	18%	14%	-%	11%	8%	11%	5%	11%	8%	-%
We are near a Post Office	108	46	2	3	-	*	108	1	107	2	100	9	-
	11%	11%	5%	15%	-%	6%	11%	1%	11%	2%	12%	5%	-%
							b		b		b		
Our chosen provider is fast enough for our needs	99	48	5	*	2	2	92	7	90	9	85	14	-
	10%	11%	15%	1%	20%	25%	9%	13%	10%	10%	10%	8%	-%
Our chosen provider is safe enough for our needs	92	42	5	3	2	2	87	6	85	7	81	12	-
	9%	10%	15%	12%	20%	25%	9%	10%	9%	9%	10%	7%	-%
Unaware of other providers	79	30	3	*	-	*	74	4	73	6	61	17	1
	8%	7%	8%	1%	-%	6%	8%	7%	8%	7%	7%	9%	20%
Happy / satisfied with the service from current provider	65	26	6	2	1	2	55	10	54	11	38	27	*
	6%	6%	18%	7%	10%	34%	6%	18%	6%	13%	5%	15%	8%
			a					a		a		a	
Not considered / haven't thought about it / no time / it's not my decision	60	29	2	2	*	-	56	3	55	4	46	13	-
	6%	7%	5%	10%	3%	-%	6%	6%	6%	5%	6%	7%	-%
No need to change - no demand / requirement to change	56	27	*	1	*	1	52	4	50	6	45	12	-
	5%	6%	*%	5%	3%	17%	5%	7%	5%	7%	5%	6%	-%
Support Royal Mail / local Post Office / I'm against privatisation	50	22	5	2	-	-	45	4	45	4	40	10	-
	5%	5%	14%	7%	-%	-%	5%	8%	5%	5%	5%	5%	-%
			a										
Don't know enough about other providers and their services	37	8	3	-	-	*	34	2	34	2	31	6	-
	4%	2%	8%	-%	-%	6%	4%	4%	4%	3%	4%	3%	-%
			a										

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c
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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1029	422	36	28	14	9	975	53	947	81	840	181	7
Weighted total	1026	418	36	23	8	7	969	57	940	86	840	182	5
Don't know enough about what other providers offer	36	10	2	3	-	-	35	2	31	5	28	8	-
	4%	2%	5%	11%	-%	-%	4%	3%	3%	6%	3%	5%	-%
Others more expensive than our current providers	29	13	1	2	1	*	25	4	25	4	22	6	-
	3%	3%	2%	10%	17%	6%	3%	7%	3%	4%	3%	3%	-%
Other providers don't pick up mail in this area	28	14	*	-	-	-	28	*	28	*	28	-	*
	3%	3%	1%	-%	-%	-%	3%	1%	3%	1%	3% b	-%	10%
Our customers prefer our chosen provider	19	7	3	*	*	-	15	4	13	5	13	6	-
	2%	2%	7% a	1%	3%	-%	2%	7% a	1%	6% a	1%	3%	-%
Always been with them / always use them	15	7	-	*	-	-	14	2	14	2	12	3	-
	1%	2%	-%	*%	-%	-%	1%	3%	1%	2%	1%	2%	-%
Other operators do not provide the service I need	7	5	-	-	-	-	7	-	7	-	4	3	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	*%	1%	-%
Close to a post box	4	2	-	-	-	-	4	-	4	-	2	2	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	1%	-%
Loyalty	2	-	-	-	-	-	2	-	2	-	2	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Other providers could not deliver to all the areas we need	2	1	-	-	-	-	2	-	2	-	2	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Mainly doing it electronically / on the internet	2	*	-	-	-	-	2	-	2	-	1	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
There aren't any others in this area / no competition - they have the monopoly	3	2	-	-	-	-	3	-	3	-	2	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
No reason	22	8	-	*	-	-	20	2	18	4	16	3	2
	2%	2%	-%	2%	-%	-%	2%	4%	2%	5%	2%	2%	52%
Other	60	23	5	2	*	-	57	3	54	6	51	9	-
	6%	6%	13%	9%	2%	-%	6%	5%	6%	6%	6%	5%	-%
Don't know	2	2	-	-	-	-	2	-	2	-	2	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker
Table 207 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1029**	584	164	274	970	620	985	401	343	180	712	234	8	266	332	982	94
Weighted total	**1026**	582	178	256	957	571	977	398	312	185	697	233	5	253	327	979	73
We don't mail large enough volumes	**230**	160	28	38	220	118	220	64	49	31	141	34	-	51	46	222	10
	22%	*28%*	*16%*	*15%*	*23%*	*21%*	*23%*	*16%*	*16%*	*16%*	*20%*	*15%*	*-%*	*20%*	*14%*	*23%*	*14%*
		bc			**de**		**de**									**ac**	
Our chosen provider is reliable enough for our needs	**169**	72	38	60	159	97	161	83	42	35	119	49	-	51	73	159	6
	16%	*12%*	*21%*	*23%*	*17%*	*17%*	*16%*	*21%*	*14%*	*19%*	*17%*	*21%*	*-%*	*20%*	*22%*	*16%*	*9%*
			a	a				**ce**							**bc**		
Convenience / easier / suits our needs	**111**	73	16	22	105	67	107	51	21	20	82	20	*	38	43	106	12
	11%	*13%*	*9%*	*9%*	*11%*	*12%*	*11%*	*13%*	*7%*	*11%*	*12%*	*9%*	*8%*	*15%*	*13%*	*11%*	*16%*
					e	e	e	e			e			a			
We are near a Post Office	**108**	65	22	21	97	55	99	42	34	20	70	27	1	25	35	100	4
	11%	*11%*	*13%*	*8%*	*10%*	*10%*	*10%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	*10%*	*6%*
Our chosen provider is fast enough for our needs	**99**	39	26	34	94	49	96	44	23	23	76	28	-	28	37	96	4
	10%	*7%*	*15%*	*13%*	*10%*	*9%*	*10%*	*11%*	*7%*	*13%*	*11%*	*12%*	*-%*	*11%*	*11%*	*10%*	*6%*
			a	a													
Our chosen provider is safe enough for our needs	**92**	39	22	31	84	44	87	42	21	24	67	29	-	24	38	88	3
	9%	*7%*	*12%*	*12%*	*9%*	*8%*	*9%*	*11%*	*7%*	*13%*	*10%*	*13%*	*-%*	*9%*	*12%*	*9%*	*4%*
			a	a						**be**					c		
Unaware of other providers	**79**	38	16	23	72	46	74	27	34	13	59	18	4	11	23	75	9
	8%	*7%*	*9%*	*9%*	*8%*	*8%*	*8%*	*7%*	*11%*	*7%*	*9%*	*8%*	*72%*	*4%*	*7%*	*8%*	*12%*
Happy / satisfied with the service from current provider	**65**	38	9	18	52	33	57	29	24	23	49	25	-	11	30	58	9
	6%	*7%*	*5%*	*7%*	*5%*	*6%*	*6%*	*7%*	*8%*	*12%*	*7%*	*11%*	*-%*	*4%*	*9%*	*6%*	*12%*
										abcdg		c			b		b
Not considered / haven't thought about it / no time / it's not my decision	**60**	34	13	13	55	42	58	29	18	12	41	18	-	16	24	58	8
	6%	*6%*	*7%*	*5%*	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*6%*	*8%*	*-%*	*6%*	*7%*	*6%*	*11%*
No need to change - no demand / requirement to change	**56**	38	8	10	53	29	53	24	18	6	38	10	*	19	21	53	2
	5%	*7%*	*5%*	*4%*	*6%*	*5%*	*5%*	*6%*	*6%*	*3%*	*6%*	*4%*	*9%*	*8%*	*6%*	*5%*	*3%*
Support Royal Mail / local Post Office / I'm against privatisation	**50**	27	6	12	45	27	45	24	15	15	30	15	-	14	20	48	6
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*8%*	*4%*	*6%*	*-%*	*5%*	*6%*	*5%*	*8%*
										acg							

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c
Produced by OLR
OFC1885
Issue date: 18/01/16

Ofcom; Business Postal Tracker
Table 207 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1029**	584	164	274	970	620	985	401	343	180	712	234	8	266	332	982	94
Weighted total	**1026**	582	178	256	957	571	977	398	312	185	697	233	5	253	327	979	73
Don't know enough about other providers and their services	**37**	17	5	13	37	16	37	6	9	4	19	4	-	7	4	37	1
	4%	*3%*	*3%*	*5%*	*4%*	*3%*	*4%*	*1%*	*3%*	*2%*	*3%*	*2%*	*-%*	*3%*	*1%*	*4%*	*1%*
					d		d									a	
Don't know enough about what other providers offer	**36**	19	11	6	35	24	35	12	15	10	22	11	-	2	10	35	7
	4%	*3%*	*6%*	*2%*	*4%*	*4%*	*4%*	*3%*	*5%*	*5%*	*3%*	*5%*	*-%*	*1%*	*3%*	*4%*	*9%*
			c									c					**ab**
Others more expensive than our current providers	**29**	11	7	10	23	13	23	13	12	7	14	11	-	7	15	25	3
	3%	*2%*	*4%*	*4%*	*2%*	*2%*	*2%*	*3%*	*4%*	*4%*	*2%*	*5%*	*-%*	*3%*	*5%*	*3%*	*4%*
Other providers don't pick up mail in this area	**28**	11	4	12	28	17	28	10	11	1	16	4	-	10	11	28	1
	3%	*2%*	*2%*	*5%*	*3%*	*3%*	*3%*	*2%*	*4%*	**%*	*2%*	*2%*	*-%*	*4%*	*3%*	*3%*	*1%*
				a		f			f								
Our customers prefer our chosen provider	**19**	8	4	4	16	10	16	9	5	6	11	6	-	4	4	19	1
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*-%*	*1%*	*1%*	*2%*	*2%*
Always been with them / always use them	**15**	10	2	3	15	8	15	4	5	2	12	2	-	5	7	15	-
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*-%*
Other operators do not provide the service I need	**7**	2	1	3	7	4	7	5	4	*	5	*	-	4	*	7	-
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*2%*	**%*	*1%*	*-%*
Close to a post box	**4**	2	*	2	4	2	4	2	2	-	3	-	-	2	-	4	*
	****%***	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*
Loyalty	**2**	2	-	-	2	2	2	-	-	-	2	-	-	-	-	2	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Other providers could not deliver to all the areas we need	**2**	*	2	-	2	-	2	1	-	-	2	-	-	1	-	2	-
	****%***	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Mainly doing it electronically / on the internet	**2**	1	*	-	2	1	2	*	1	-	2	-	-	*	-	2	-
	****%***	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**3**	1	*	1	2	1	3	1	1	-	2	-	-	2	1	3	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	**%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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OFC1885
Issue date: 18/01/16

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1029**	584	164	274	970	620	985	401	343	180	712	234	8	266	332	982	94
Weighted total	**1026**	582	178	256	957	571	977	398	312	185	697	233	5	253	327	979	73
No reason	**22**	10	8	4	22	21	22	7	11	5	18	3	-	6	5	22	3
	2%	*2%*	*5%*	*2%*	*2%*	*4%*	*2%*	*2%*	*4%*	*3%*	*3%*	*1%*	*-%*	*2%*	*2%*	*2%*	*4%*
			a														
Other	**60**	26	9	23	54	31	56	23	21	14	45	17	-	13	18	55	6
	6%	*4%*	*5%*	*9%*	*6%*	*5%*	*6%*	*6%*	*7%*	*8%*	*6%*	*7%*	*-%*	*5%*	*6%*	*6%*	*8%*
				a													
Don't know	**2**	2	-	-	2	-	2	2	2	-	2	2	-	-	-	2	-
	%	*%*	*-%*	*-%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*	*%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1029**	786	665	48	13	947	1002	870	1010	794	1002	3	594	992	137	97	828	101
Weighted total	**1026**	768	644	47	14	948	1003	844	1010	783	1002	4	583	986	129	103	812	108
We don't mail large enough volumes	**230**	161	158	19	1	206	220	188	222	157	226	3	119	213	31	16	185	29
	22%	*21%*	*25%*	*40%*	*4%*	*22%*	*22%*	*22%*	*22%*	*20%*	*23%*	*70%*	*20%*	*22%*	*24%*	*16%*	*23%*	*27%*
				c														
Our chosen provider is reliable enough for our needs	**169**	128	104	8	3	157	167	135	167	124	164	-	98	160	17	15	136	15
	16%	*17%*	*16%*	*18%*	*20%*	*17%*	*17%*	*16%*	*17%*	*16%*	*16%*	*-%*	*17%*	*16%*	*13%*	*14%*	*17%*	*14%*
Convenience / easier / suits our needs	**111**	85	66	*	1	109	111	90	111	91	107	-	73	107	20	17	77	17
	11%	*11%*	*10%*	*1%*	*9%*	*11%*	*11%*	*11%*	*11%*	*12%*	*11%*	*-%*	*13%*	*11%*	*16%*	*16%*	*9%*	*16%*
						a										b		
We are near a Post Office	**108**	81	62	5	4	99	102	95	106	89	107	-	60	105	8	9	89	10
	11%	*10%*	*10%*	*10%*	*26%*	*10%*	*10%*	*11%*	*11%*	*11%*	*11%*	*-%*	*10%*	*11%*	*7%*	*9%*	*11%*	*9%*
Our chosen provider is fast enough for our needs	**99**	76	61	6	3	88	97	80	97	76	95	-	47	97	7	10	87	-
	10%	*10%*	*9%*	*14%*	*19%*	*9%*	*10%*	*9%*	*10%*	*10%*	*9%*	*-%*	*8%*	*10%*	*6%*	*9%*	*11%*	*-%*
																c	c	
Our chosen provider is safe enough for our needs	**92**	67	51	6	3	83	90	73	90	68	89	-	46	91	6	10	79	-
	9%	*9%*	*8%*	*14%*	*19%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*-%*	*8%*	*9%*	*4%*	*10%*	*10%*	*-%*
																c	c	
Unaware of other providers	**79**	60	51	7	1	70	78	72	79	66	78	-	43	78	8	9	56	13
	8%	*8%*	*8%*	*15%*	*5%*	*7%*	*8%*	*9%*	*8%*	*8%*	*8%*	*-%*	*7%*	*8%*	*6%*	*9%*	*7%*	*12%*
Happy / satisfied with the service from current provider	**65**	49	24	-	2	63	63	55	63	54	63	-	41	62	5	12	49	5
	6%	*6%*	*4%*	*-%*	*12%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*-%*	*7%*	*6%*	*4%*	*11%*	*6%*	*4%*
		b														b		
Not considered / haven't thought about it / no time / it's not my decision	**60**	50	33	5	*	54	60	55	60	48	60	-	37	60	12	2	55	3
	6%	*6%*	*5%*	*11%*	*3%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*-%*	*6%*	*6%*	*9%*	*2%*	*7%*	*3%*
No need to change - no demand / requirement to change	**56**	40	33	3	*	48	56	40	56	36	52	-	26	56	6	5	45	6
	5%	*5%*	*5%*	*6%*	*3%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*-%*	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*
Support Royal Mail / local Post Office / I'm against privatisation	**50**	35	33	2	-	48	48	38	48	42	49	-	33	50	16	8	39	3
	5%	*5%*	*5%*	*4%*	*-%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*-%*	*6%*	*5%*	*12%*	*8%*	*5%*	*3%*
															ab			

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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OFC1885
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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1029	786	665	48	13	947	1002	870	1010	794	1002	3	594	992	137	97	828	101
Weighted total	1026	768	644	47	14	948	1003	844	1010	783	1002	4	583	986	129	103	812	108
Don't know enough about other providers and their services	37 4%	34 4%	25 4%	3 5%	2 12%	33 3%	37 4%	29 3%	37 4%	26 3%	35 4%	- -%	18 3%	37 4%	5 4%	2 2%	33 4%	1 1%
Don't know enough about what other providers offer	36 4%	23 3%	27 4%	* *%	- -%	36 4%	36 4%	30 4%	36 4%	25 3%	36 4%	- -%	15 3%	35 4%	5 4%	7 7% c	28 3%	1 1%
Others more expensive than our current providers	29 3%	19 2%	18 3%	- -%	- -%	28 3%	29 3%	18 2%	29 3%	23 3%	27 3%	- -%	26 4%	26 3%	3 2%	- -%	23 3%	6 5% a
Other providers don't pick up mail in this area	28 3%	20 3%	18 3%	* 1%	- -%	27 3%	27 3%	21 2%	28 3%	19 2%	28 3%	- -%	18 3%	28 3%	2 2%	1 1%	26 3%	2 1%
Our customers prefer our chosen provider	19 2%	11 1%	18 3%	1 1%	- -%	18 2%	19 2%	14 2%	19 2%	13 2%	18 2%	- -%	9 2%	19 2%	3 3%	4 4%	14 2%	* *%
Always been with them / always use them	15 1%	13 2%	10 1%	* 1%	- -%	13 1%	15 2%	12 1%	15 2%	12 2%	15 2%	- -%	11 2%	15 2%	* *%	* *%	13 2%	2 2%
Other operators do not provide the service I need	7 1%	4 *%	6 1%	1 1%	- -%	6 1%	7 1%	5 1%	7 1%	6 1%	7 1%	- -%	5 1%	7 1%	- -%	- -%	7 1%	- -%
Close to a post box	4 *%	4 *%	2 *%	- -%	- -%	4 *%	4 *%	2 *%	4 *%	3 *%	4 *%	- -%	3 1%	3 *%	- -%	- -%	4 *%	- -%
Loyalty	2 *%	2 *%	2 *%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	2 *%	- -%	- -%	2 *%	- -%
Other providers could not deliver to all the areas we need	2 *%	1 *%	1 *%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	1 *%	2 *%	- -%	- -%	2 *%	- -%
Mainly doing it electronically / on the internet	2 *%	* *%	1 *%	- -%	- -%	2 *%	2 *%	1 *%	2 *%	1 *%	2 *%	- -%	1 *%	2 *%	- -%	- -%	1 *%	* *%
There aren't any others in this area / no competition - they have the monopoly	3 *%	2 *%	2 *%	- -%	- -%	3 *%	2 *%	3 *%	3 *%	3 *%	3 *%	- -%	2 *%	3 *%	* *%	- -%	2 *%	* *%
No reason	22 2%	14 2%	18 3%	* *%	- -%	20 2%	22 2%	22 3%	22 2%	20 3%	22 2%	- -%	17 3%	22 2%	3 2%	2 2%	17 2%	2 2%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	c
Unweighted total	**1029**	786	665	48	13	947	1002	870	1010	794	1002	3	594	992	137	97	828	101
Weighted total	**1026**	768	644	47	14	948	1003	844	1010	783	1002	4	583	986	129	103	812	108
Other	**60**	45	39	*	1	58	58	45	58	41	57	1	25	56	9	11	38	10
	6%	*6%*	*6%*	*1%*	*10%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*30%*	*4%*	*6%*	*7%*	*11%* b	*5%*	*10%* b
Don't know	**2**	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	***%**	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	1029	-	-	1029	614	415	937	92	848	46	169	852	19	112
Weighted total	1026	-	-	1026	619	408	916	111	827	54	163	858	13	107
We don't mail large enough volumes	230	-	-	230	131	99	200	30	176	13	30	200	3	19
	22%	-%	-%	22%	21%	24%	22%	27%	21%	24%	18%	23%	20%	18%
Our chosen provider is reliable enough for our needs	169	-	-	169	99	70	154	15	151	6	18	149	2	15
	16%	-%	-%	16%	16%	17%	17%	14%	18%	11%	11%	17%	13%	14%
Convenience / easier / suits our needs	111	-	-	111	62	49	105	6	90	9	19	92	*	12
	11%	-%	-%	11%	10%	12%	11%	5%	11%	17%	12%	11%	1%	11%
We are near a Post Office	108	-	-	108	59	50	91	18	97	*	10	99	1	2
	11%	-%	-%	11%	10%	12%	10%	16%	12% b	1%	6%	11% a	6%	2%
Our chosen provider is fast enough for our needs	99	-	-	99	46	53	87	11	91	3	15	84	1	8
	10%	-%	-%	10%	7%	13% a	10%	10%	11%	6%	9%	10%	5%	8%
Our chosen provider is safe enough for our needs	92	-	-	92	43	49	82	10	86	3	14	78	1	6
	9%	-%	-%	9%	7%	12% a	9%	9%	10%	6%	9%	9%	5%	6%
Unaware of other providers	79	-	-	79	54	24	68	10	58	6	16	61	1	5
	8%	-%	-%	8%	9%	6%	7%	9%	7%	11%	10%	7%	5%	5%
Happy / satisfied with the service from current provider	65	-	-	65	35	30	59	7	56	3	12	53	2	21
	6%	-%	-%	6%	6%	7%	6%	6%	7%	5%	7%	6%	14%	20%
Not considered / haven't thought about it / no time / it's not my decision	60	-	-	60	41	19	56	3	48	4	7	52	5	8
	6%	-%	-%	6%	7%	5%	6%	3%	6%	8%	5%	6%	42%	7%
No need to change - no demand / requirement to change	56	-	-	56	37	19	55	1	45	5	9	47	*	9
	5%	-%	-%	5%	6%	5%	6% b	1%	5%	9%	6%	6%	2%	8%
Support Royal Mail / local Post Office / I'm against privatisation	50	-	-	50	37	13	50	-	39	1	8	42	*	3
	5%	-%	-%	5%	6% b	3%	5% b	-%	5%	2%	5%	5%	3%	3%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	1029	-	-	1029	614	415	937	92	848	46	169	852	19	112
Weighted total	1026	-	-	1026	619	408	916	111	827	54	163	858	13	107
Don't know enough about other providers and their services	37	-	-	37	28	9	32	4	26	1	9	28	-	3
	4%	-%	-%	4%	5% b	2%	4%	4%	3%	2%	5%	3%	-%	3%
Don't know enough about what other providers offer	36	-	-	36	25	11	32	4	17	5	12	24	3	5
	4%	-%	-%	4%	4%	3%	4%	4%	2%	9% a	8% b	3%	22%	5%
Others more expensive than our current providers	29	-	-	29	18	11	26	2	19	8	10	19	*	5
	3%	-%	-%	3%	3%	3%	3%	2%	2%	15% a	6% b	2%	1%	5%
Other providers don't pick up mail in this area	28	-	-	28	13	15	23	5	25	*	4	24	-	*
	3%	-%	-%	3%	2%	4%	3%	4%	3%	1%	2%	3%	-%	*%
Our customers prefer our chosen provider	19	-	-	19	12	7	18	1	15	*	3	15	-	5
	2%	-%	-%	2%	2%	2%	2%	1%	2%	*%	2%	2%	-%	4%
Always been with them / always use them	15	-	-	15	12	4	13	2	15	-	3	12	-	1
	1%	-%	-%	1%	2%	1%	1%	2%	2%	-%	2%	1%	-%	1%
Other operators do not provide the service I need	7	-	-	7	6	1	7	-	4	*	3	4	-	-
	1%	-%	-%	1%	1%	*%	1%	-%	*%	1%	2% b	*%	-%	-%
Close to a post box	4	-	-	4	2	2	4	-	4	-	-	4	-	2
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	2%
Loyalty	2	-	-	2	2	-	2	-	2	-	2	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	1% b	-%	-%	-%
Other providers could not deliver to all the areas we need	2	-	-	2	1	1	2	-	2	-	-	2	-	-
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%
Mainly doing it electronically / on the internet	2	-	-	2	1	*	2	-	1	*	*	1	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%
There aren't any others in this area / no competition - they have the monopoly	3	-	-	3	2	*	3	-	2	-	1	2	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	1%	*%	-%	*%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	1029	-	-	1029	614	415	937	92	848	46	169	852	19	112
Weighted total	1026	-	-	1026	619	408	916	111	827	54	163	858	13	107
No reason	22	-	-	22	14	8	20	2	16	*	2	17	-	3
	2%	-%	-%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	*1%*	*2%*	-%	*2%*
Other	60	-	-	60	36	24	49	11	50	3	11	49	*	4
	6%	-%	-%	*6%*	*6%*	*6%*	*5%*	*10%* a	*6%*	*5%*	*7%*	*6%*	*1%*	*4%*
Don't know	2	-	-	2	-	2	2	-	2	-	-	2	-	-
	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1029	118	-	93	142	110	51	78	220	121	95	119
Weighted total	1026	106	-	83	148	128	49	72	222	99	106	119
We don't mail large enough volumes	230	21	-	35	28	22	3	27	52	11	30	23
	22%	20%	-%	42%	19%	17%	6%	37%	24%	11%	28%	19%
				bc				ac	a		a	
Our chosen provider is reliable enough for our needs	169	14	-	8	22	10	10	11	41	15	25	27
	16%	14%	-%	9%	15%	8%	21%	15%	18%	15%	24%	23%
Convenience / easier / suits our needs	111	12	-	2	21	17	6	5	24	13	9	13
	11%	12%	-%	3%	14%	14%	12%	7%	11%	13%	9%	11%
					a	a						
We are near a Post Office	108	2	-	5	18	13	6	7	22	11	10	15
	11%	2%	-%	7%	12%	10%	12%	10%	10%	11%	9%	13%
Our chosen provider is fast enough for our needs	99	7	-	6	11	4	7	5	30	9	22	5
	10%	7%	-%	7%	7%	4%	14%	7%	14%	9%	21%	4%
											ac	
Our chosen provider is safe enough for our needs	92	5	-	6	10	4	7	2	31	10	20	3
	9%	5%	-%	7%	6%	3%	14%	3%	14%	10%	19%	2%
							b		b	c	c	
Unaware of other providers	79	5	-	3	4	18	9	5	17	5	5	11
	8%	5%	-%	4%	3%	14%	19%	7%	8%	5%	5%	9%
						ab	bc					
Happy / satisfied with the service from current provider	65	21	-	4	6	15	5	*	18	10	4	4
	6%	20%	-%	5%	4%	12%	11%	*%	8%	10%	4%	3%
						b	b		b	c		
Not considered / haven't thought about it / no time / it's not my decision	60	6	-	3	5	14	2	7	11	6	7	4
	6%	6%	-%	4%	4%	11%	3%	10%	5%	6%	6%	3%
						b						
No need to change - no demand / requirement to change	56	8	-	3	13	5	*	4	2	8	9	11
	5%	7%	-%	3%	9%	4%	1%	6%	1%	8%	9%	10%
								c				
Support Royal Mail / local Post Office / I'm against privatisation	50	3	-	3	6	7	6	*	13	3	4	7
	5%	3%	-%	4%	4%	6%	12%	1%	6%	3%	4%	6%
							b					

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

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OFC1885
Issue date: 18/01/16

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1029	118	-	93	142	110	51	78	220	121	95	119
Weighted total	1026	106	-	83	148	128	49	72	222	99	106	119
Don't know enough about other providers and their services	37	3	-	6	-	-	4	2	10	8	-	8
	4%	3%	-%	7%	-%	-%	8%	2%	4%	8%	-%	7%
				bc						b		b
Don't know enough about what other providers offer	36	5	-	7	7	6	-	*	10	2	4	*
	4%	5%	-%	8%	4%	5%	-%	1%	4%	2%	4%	*%
Others more expensive than our current providers	29	5	-	*	5	2	*	*	7	2	5	7
	3%	5%	-%	*%	4%	2%	*%	*%	3%	2%	5%	6%
Other providers don't pick up mail in this area	28	*	-	1	5	4	*	2	9	1	*	5
	3%	*%	-%	2%	3%	3%	1%	3%	4%	1%	*%	4%
Our customers prefer our chosen provider	19	5	-	*	3	1	*	1	4	-	5	5
	2%	5%	-%	*%	2%	1%	*%	1%	2%	-%	4%	4%
											a	a
Always been with them / always use them	15	1	-	-	2	3	1	-	5	-	3	2
	1%	1%	-%	-%	1%	3%	1%	-%	2%	-%	3%	1%
Other operators do not provide the service I need	7	-	-	-	-	*	-	3	2	1	*	-
	1%	-%	-%	-%	-%	*%	-%	4%	1%	1%	*%	-%
Close to a post box	4	2	-	-	-	2	-	-	2	*	-	-
	*%	2%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%
Loyalty	2	-	-	-	-	2	-	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Other providers could not deliver to all the areas we need	2	-	-	-	-	-	-	-	1	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%
Mainly doing it electronically / on the internet	2	*	-	-	*	-	-	-	1	*	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	1%	*%	-%	-%
There aren't any others in this area / no competition - they have the monopoly	3	*	-	-	-	-	-	*	1	*	-	*
	*%	*%	-%	-%	-%	-%	-%	1%	1%	*%	-%	*%
No reason	22	3	-	3	3	-	-	2	7	7	*	-
	2%	3%	-%	4%	2%	-%	-%	3%	3%	7%	*%	-%
				c						bc		

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All those not considering another supplier

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1029**	118	-	93	142	110	51	78	220	121	95	119
Weighted total	**1026**	106	-	83	148	128	49	72	222	99	106	119
Other	**60**	5	-	4	17	4	3	1	10	8	8	3
	6%	*4%*	*-%*	*5%*	*12%*	*3%*	*6%*	*2%*	*5%*	*8%*	*8%*	*3%*
					c							
Don't know	**2**	-	-	-	2	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**1200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
Yes	**727**	47	78	83	37	47	114	113	63	51	29	32	33	633
	61%	*66%*	*64%*	*62%*	*52%*	*54%*	*61%*	*62%*	*68%*	*61%*	*52%*	*52%*	*65%*	*61%*
									jk				**jk**	**jk**
No	**473**	25	45	51	33	40	74	69	30	33	27	29	17	399
	39%	*34%*	*36%*	*38%*	*48%*	*46%*	*39%*	*38%*	*32%*	*39%*	*48%*	*48%*	*35%*	*39%*
											hlm	**hlm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
Yes	**727**	66	66	12	58	163	50	289	697	19	7	5	30	342	386
	61%	*55%*	*64%*	*76%*	*65%*	*53%*	*84%*	*63%*	*60%*	*62%*	*74%*	*59%*	*63%*	*59%*	*62%*
			e		e		**abdeg**	e			a				
No	**473**	53	38	4	31	146	9	173	455	12	2	4	18	235	238
	39%	*45%*	*36%*	*24%*	*35%*	*47%*	*16%*	*37%*	*40%*	*38%*	*26%*	*41%*	*37%*	*41%*	*38%*
		f	f		f	**bdfg**		f	c						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
Yes	**727**	336	42	43	3	591	137	193	398	137	431	142	76	41	19	10	-
	61%	*58%*	*73%*	*67%*	*61%*	*62%*	*57%*	*57%*	*64%*	*57%*	*61%*	*67%*	*54%*	*68%*	*55%*	*60%*	*-%*
			a						**ac**			c		c			
No	**473**	244	15	21	2	370	103	146	224	103	281	70	66	19	16	7	3
	39%	*42%*	*27%*	*33%*	*39%*	*38%*	*43%*	*43%*	*36%*	*43%*	*39%*	*33%*	*46%*	*32%*	*45%*	*40%*	*100%*
		b						b		b			**bd**				

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1200	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	1200	491	63	40	24	24	1092	107	1046	153	906	286	8
Yes	727	312	41	19	12	7	661	66	630	98	538	186	3
	61%	64%	65%	49%	48%	28%	61%	62%	60%	64%	59%	65%	41%
No	473	179	22	20	13	17	431	41	417	55	368	100	4
	39%	36%	35%	51%	52%	72%	39%	38%	40%	36%	41%	35%	59%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
Yes	**727**	405	133	182	670	422	685	317	226	152	492	205	1	182	264	690	67
	61%	*63%*	*61%*	*56%*	*62%*	*63%*	*61%*	*61%*	*63%*	*57%*	*62%*	*59%*	*24%*	*64%*	*63%*	*61%*	*67%*
		c															
No	**473**	238	86	142	411	248	430	205	135	114	296	141	4	104	153	442	34
	39%	*37%*	*39%*	*44%*	*38%*	*37%*	*39%*	*39%*	*37%*	*43%*	*38%*	*41%*	*76%*	*36%*	*37%*	*39%*	*33%*
				a													

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
Yes	**727**	542	459	45	12	652	714	617	717	592	713	4	462	703	121	99	533	93
	61%	*61%*	*62%*	*74%*	*72%*	*60%*	*61%*	*63%*	*61%*	*63%*	*61%*	*63%*	*66%*	*61%*	*73%*	*60%*	*58%*	*79%*
				c											b			**ab**
No	**473**	341	280	16	5	441	451	369	457	341	457	2	243	446	46	66	379	25
	39%	*39%*	*38%*	*26%*	*28%*	*40%*	*39%*	*37%*	*39%*	*37%*	*39%*	*37%*	*34%*	*39%*	*27%*	*40%*	*42%*	*21%*
						a								c		c	c	

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
Yes	**727**	69	38	619	727	-	680	47	551	42	140	585	25	105
	61%	*66%*	*59%*	*60%*	*100%* b	*-%*	*62%* b	*42%*	*59%*	*62%*	*64%*	*60%*	*67%*	*63%*
No	**473**	35	26	408	-	473	408	64	388	26	78	389	12	62
	39%	*34%*	*41%*	*40%*	*-%*	*100%* a	*38%*	*58%* a	*41%*	*38%*	*36%*	*40%*	*33%*	*37%*
Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b														

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?
Base: All Respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**1200**	188	4	110	170	123	60	95	245	144	112	141
Weighted total	**1200**	175	6	100	162	141	56	97	247	120	132	145
Yes	**727**	113	3	66	85	91	39	62	126	75	91	91
	61%	*65%*	*40%*	*67%*	*52%*	*65%*	*69%*	*64%*	*51%*	*62%*	*69%*	*63%*
				b		b	c	c				
No	**473**	62	4	33	77	50	17	35	120	46	41	53
	39%	*35%*	*60%*	*33%*	*48%*	*35%*	*31%*	*36%*	*49%*	*38%*	*31%*	*37%*
					ac				**ab**			

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	d	e	f	g	*h	i	j	k	l	m
Unweighted total	480	20	36	24	32	39	41	31	25	34	76	73	49	282
Weighted total	473	25	45	51	33	40	74	69	30	33	27	29	17	399
We have already moved everything that is possible to move	153	10	14	16	7	12	25	27	11	11	8	8	5	132
	32%	40%	31%	30%	20%	30%	34%	40%	37%	32%	29%	29%	27%	33%
Happy with sending things by mail	89	5	7	7	7	7	17	14	5	1	7	9	2	70
	19%	19%	16%	15%	19%	18%	23%	20%	15%	4%	25%	32%	14%	18%
							i				i	ilm		
No reason	73	2	12	5	10	8	3	7	9	5	3	4	6	61
	15%	8%	26%	10%	30%	20%	4%	11%	29%	16%	10%	13%	34%	15%
			fj		fjkm	f							fgjkm	
We prefer to send things to customers by mail	46	2	5	5	2	4	5	10	1	2	3	6	1	37
	10%	7%	11%	9%	7%	9%	7%	15%	5%	7%	12%	20%	3%	9%
												lm		
No need - do not have a large volume of mail	37	2	3	8	1	2	5	3	7	3	2	1	*	34
	8%	7%	7%	15%	4%	6%	7%	4%	22%	9%	6%	5%	2%	8%
Do not use computers / only one that uses a computer	28	-	1	-	2	4	3	5	-	5	3	2	3	21
	6%	-%	3%	-%	7%	9%	4%	8%	-%	15%	12%	6%	15%	5%
										m	m		m	
Planning to do so in the future	10	-	-	3	1	-	2	3	*	-	*	*	-	9
	2%	-%	-%	5%	4%	-%	3%	4%	1%	-%	2%	1%	-%	2%
Not considered this	9	3	1	-	-	1	-	-	1	-	1	1	*	7
	2%	12%	3%	-%	-%	3%	-%	-%	5%	-%	3%	3%	2%	2%
No alternative media that would meet my needs	8	1	-	3	4	-	*	-	-	-	-	1	-	8
	2%	6%	-%	5%	11%	-%	*%	-%	-%	-%	-%	2%	-%	2%
					befjklm									
There is no pressure from customers for us to move	8	-	1	-	-	-	*	5	-	-	-	1	*	7
	2%	-%	3%	-%	-%	-%	*%	7%	-%	-%	-%	3%	1%	2%
								jm						
Reliability / trust	6	-	-	-	1	1	2	-	-	1	*	*	-	6
	1%	-%	-%	-%	4%	3%	3%	-%	-%	4%	*%	*%	-%	2%
Need to send hard copies / keep hard copies of everything we send	6	-	-	-	1	1	2	-	-	-	1	-	*	5
	1%	-%	-%	-%	4%	3%	3%	-%	-%	-%	2%	-%	3%	1%
Other media ineffective	4	-	-	-	-	1	2	-	-	-	*	-	*	4
	1%	-%	-%	-%	-%	3%	3%	-%	-%	-%	2%	-%	1%	1%
Hassle of moving	4	1	1	-	-	1	-	-	-	-	-	-	-	4
	1%	6%	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
OFC1885
Issue date: 18/01/16

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	d	e	f	g	*h	i	j	k	l	m
Unweighted total	480	20	36	24	32	39	41	31	25	34	76	73	49	282
Weighted total	473	25	45	51	33	40	74	69	30	33	27	29	17	399
Cost	3	-	-	-	-	-	2	-	-	-	-	*	-	2
	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	1%	-%	1%
Lack of information about products and costs by other providers	3	-	-	-	1	-	*	-	-	-	-	*	*	2
	1%	-%	-%	-%	4%	-%	*%	-%	-%	-%	-%	2%	2%	*%
					m									
Time or extra admin required	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	*%
										m				
Customers are unwilling to give email addresses	1	-	-	-	-	-	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	2%	-%	-%
												m		
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
The unreliability of email address lists	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	32	-	6	8	*	4	2	8	*	1	1	1	*	29
	7%	-%	14%	15%	1%	10%	3%	11%	1%	4%	5%	2%	2%	7%
			dkl											
Don't know	6	*	-	-	-	1	-	-	*	3	-	1	-	5
	1%	1%	-%	-%	-%	4%	-%	-%	1%	9%	-%	4%	-%	1%
										jlm				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**480**	61	38	6	38	129	14	178	374	70	15	21	106	211	269
Weighted total	**473**	53	38	4	31	146	9	173	455	12	2	4	18	235	238
We have already moved everything that is possible to move	**153**	4	22	*	12	31	6	72	147	4	1	1	6	81	72
	32%	*7%*	*58%*	*11%*	*37%*	*21%*	*62%*	*41%*	*32%*	*36%*	*30%*	*38%*	*35%*	*35%*	*30%*
			ae		**ae**	a		**ae**							
Happy with sending things by mail	**89**	9	7	-	7	32	*	30	86	1	1	*	2	36	52
	19%	*18%*	*19%*	*-%*	*22%*	*22%*	*1%*	*17%*	*19%*	*12%*	*21%*	*8%*	*12%*	*15%*	*22%*
No reason	**73**	10	2	*	4	36	1	19	69	3	*	1	4	43	30
	15%	*19%*	*6%*	*5%*	*11%*	*25%*	*7%*	*11%*	*15%*	*26%*	*8%*	*19%*	*22%*	*18%*	*13%*
						bg				a					
We prefer to send things to customers by mail	**46**	4	4	1	6	13	*	18	46	*	*	-	1	17	29
	10%	*7%*	*12%*	*22%*	*18%*	*9%*	*5%*	*10%*	*10%*	*4%*	*7%*	*-%*	*3%*	*7%*	*12%*
									e						
No need - do not have a large volume of mail	**37**	4	5	-	2	15	-	11	37	*	-	*	1	28	9
	8%	*7%*	*13%*	*-%*	*7%*	*10%*	*-%*	*7%*	*8%*	*2%*	*-%*	*13%*	*4%*	*12%*	*4%*
														b	
Do not use computers / only one that uses a computer	**28**	12	-	-	5	5	-	6	28	-	-	-	-	4	24
	6%	*23%*	*-%*	*-%*	*16%*	*4%*	*-%*	*3%*	*6%*	*-%*	*-%*	*-%*	*-%*	*2%*	*10%*
		beg			**beg**				**be**						a
Planning to do so in the future	**10**	4	-	-	3	1	-	3	10	-	*	*	*	3	7
	2%	*8%*	*-%*	*-%*	*9%*	**%*	*-%*	*2%*	*2%*	*-%*	*8%*	*6%*	*2%*	*1%*	*3%*
		eg			**eg**										
Not considered this	**9**	3	1	-	-	*	-	4	9	-	-	-	-	3	6
	2%	*6%*	*4%*	*-%*	*-%*	**%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*
		e													
No alternative media that would meet my needs	**8**	-	-	-	*	3	1	4	8	1	-	-	1	3	5
	2%	*-%*	*-%*	*-%*	*1%*	*2%*	*14%*	*2%*	*2%*	*4%*	*-%*	*-%*	*3%*	*1%*	*2%*
There is no pressure from customers for us to move	**8**	*	1	-	1	*	*	3	7	1	-	-	1	2	6
	2%	*1%*	*4%*	*-%*	*2%*	**%*	*1%*	*1%*	*2%*	*5%*	*-%*	*-%*	*3%*	*1%*	*2%*
			e												
Reliability / trust	**6**	1	-	1	1	-	-	3	6	*	-	-	*	4	2
	1%	*2%*	*-%*	*32%*	*4%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*2%*	*1%*
					e										
Need to send hard copies / keep hard copies of everything we send	**6**	1	-	-	1	-	*	3	6	-	*	*	*	4	2
	1%	*3%*	*-%*	*-%*	*4%*	*-%*	*5%*	*2%*	*1%*	*-%*	*4%*	*5%*	*2%*	*2%*	*1%*
					e										

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Produced by OLR
OFC1885
Issue date: 18/01/16

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	**480**	61	38	6	38	129	14	178	374	70	15	21	106	211	269
Weighted total	**473**	53	38	4	31	146	9	173	455	12	2	4	18	235	238
Other media ineffective	**4**	-	-	1	-	2	1	-	4	*	-	-	*	1	3
	1%	*-%*	*-%*	*30%*	*-%*	*2%*	*6%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
Hassle of moving	**4**	-	-	-	-	3	-	1	4	-	-	-	-	1	3
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*
Cost	**3**	-	-	-	-	-	-	3	3	-	-	-	-	-	3
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Lack of information about products and costs by other providers	**3**	*	-	-	-	-	-	2	2	-	*	-	*	-	3
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*15%*	*-%*	*2%*	*-%*	*1%*
Time or extra admin required	**1**	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Customers are unwilling to give email addresses	**1**	-	*	-	-	-	-	*	*	*	-	-	*	-	1
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	3	*	-	5	12	-	7	31	1	-	-	1	18	14
	7%	*5%*	**%*	*-%*	*17%*	*8%*	*-%*	*4%*	*7%*	*9%*	*-%*	*-%*	*6%*	*8%*	*6%*
					bg										
Don't know	**6**	2	*	-	-	2	-	2	5	*	*	*	1	1	5
	1%	*3%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*4%*	*7%*	*11%*	*6%*	**%*	*2%*
													a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	480	203	18	29	12	356	124	132	224	124	253	82	58	32	24	18	2
Weighted total	473	244	15	21	2	370	103	146	224	103	281	70	66	19	16	7	3
We have already moved everything that is possible to move	153	81	4	9	1	109	44	32	77	44	92	15	16	9	6	5	-
	32%	33%	29%	42%	41%	29%	43% a	22%	34% a	43% a	33%	22%	25%	47% bc	39%	71%	-%
Happy with sending things by mail	89	42	3	3	*	71	17	31	40	17	50	20	14	2	1	*	-
	19%	17%	17%	16%	17%	19%	17%	21%	18%	17%	18%	29% ad	21%	11%	4%	5%	-%
No reason	73	37	3	5	-	61	12	37	24	12	49	12	6	3	1	*	*
	15%	15%	20%	21%	-%	17%	11%	25% bc	11%	11%	17%	18%	9%	16%	9%	3%	16%
We prefer to send things to customers by mail	46	20	*	1	-	36	11	10	25	11	19	11	11	4	1	*	-
	10%	8%	3%	7%	-%	10%	10%	7%	11%	10%	7%	16% a	17% a	22% a	4%	2%	-%
No need - do not have a large volume of mail	37	20	3	-	-	29	8	15	14	8	25	4	8	-	*	*	-
	8%	8%	18%	-%	-%	8%	8%	10%	6%	8%	9%	5%	12% d	-%	2%	3%	-%
Do not use computers / only one that uses a computer	28	15	-	-	-	27	1	14	13	1	20	7	*	*	-	-	-
	6%	6%	-%	-%	-%	7% b	1%	10% c	6% c	1%	7%	10% c	1%	2%	-%	-%	-%
Planning to do so in the future	10	7	-	3	*	8	3	*	7	3	1	1	5	-	2	*	-
	2%	3%	-%	12%	11%	2%	3%	*%	3%	3%	*%	2%	8% a	-%	15%	3%	-%
Not considered this	9	7	-	-	-	9	-	7	2	-	8	-	1	-	-	-	-
	2%	3%	-%	-%	-%	3%	-%	5% bc	1%	-%	3%	-%	2%	-%	-%	-%	-%
No alternative media that would meet my needs	8	4	*	-	-	5	3	2	3	3	5	-	3	-	*	-	-
	2%	2%	1%	-%	-%	1%	3%	2%	1%	3%	2%	-%	5%	-%	1%	-%	-%
There is no pressure from customers for us to move	8	4	-	*	*	7	1	4	2	1	7	-	1	*	-	-	-
	2%	2%	-%	1%	14%	2%	1%	3%	1%	1%	2%	-%	1%	2%	-%	-%	-%
Reliability / trust	6	1	-	*	-	6	*	1	5	*	5	1	-	-	*	-	-
	1%	1%	-%	1%	-%	2%	*%	1%	2%	*%	2%	2%	-%	-%	1%	-%	-%
Need to send hard copies / keep hard copies of everything we send	6	5	-	-	*	5	1	-	5	1	3	2	*	-	-	*	-
	1%	2%	-%	-%	9%	1%	1%	-%	2%	1%	1%	4%	1%	-%	-%	4%	-%
Other media ineffective	4	4	-	-	*	4	1	-	4	1	4	-	-	*	-	*	-
	1%	1%	-%	-%	5%	1%	1%	-%	2%	1%	1%	-%	-%	*%	-%	7%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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OFC1885
Issue date: 18/01/16

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	**480**	203	18	29	12	356	124	132	224	124	253	82	58	32	24	18	2
Weighted total	**473**	244	15	21	2	370	103	146	224	103	281	70	66	19	16	7	3
Hassle of moving	**4**	4	-	-	-	4	-	-	4	-	3	-	1	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Cost	**3**	2	-	-	-	3	-	-	3	-	-	2	*	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*3%* a	*1%*	*-%*	*-%*	*-%*	*-%*
Lack of information about products and costs by other providers	**3**	-	-	-	-	3	-	1	2	-	1	2	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Time or extra admin required	**1**	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Customers are unwilling to give email addresses	**1**	-	-	*	-	1	-	-	1	-	-	-	*	*	-	-	-
	%	*-%*	*-%*	*1%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	15	2	2	*	23	9	7	15	9	15	5	6	*	3	-	2
	7%	*6%*	*16%*	*8%*	*10%*	*6%*	*9%*	*5%*	*7%*	*9%*	*5%*	*7%*	*10%*	*1%*	*18%*	*-%*	*84%*
Don't know	**6**	1	-	-	-	3	3	1	2	3	4	*	-	*	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*3%* a	*1%*	*1%*	*3%*	*1%*	*1%*	*-%*	*1%*	*10%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**480**	183	23	17	10	15	448	31	439	40	386	89	4
Weighted total	**473**	179	22	20	13	17	431	41	417	55	368	100	4
We have already moved everything that is possible to move	**153**	53	11	9	5	11	128	25	121	32	101	50	2
	32%	*30%*	*48%*	*47%*	*37%*	*65%*	*30%*	*60%* a	*29%*	*57%* a	*27%*	*50%* a	*43%*
Happy with sending things by mail	**89**	35	2	-	4	3	85	3	84	4	77	11	-
	19%	*19%*	*11%*	*-%*	*31%*	*19%*	*20%*	*8%*	*20%*	*8%*	*21%* b	*11%*	*-%*
No reason	**73**	24	2	6	3	1	67	6	66	7	62	9	2
	15%	*13%*	*8%*	*32%*	*22%*	*6%*	*16%*	*14%*	*16%*	*13%*	*17%*	*9%*	*53%*
We prefer to send things to customers by mail	**46**	18	2	-	3	-	46	-	43	3	41	5	-
	10%	*10%*	*11%*	*-%*	*21%*	*-%*	*11%*	*-%*	*10%*	*5%*	*11%*	*5%*	*-%*
No need - do not have a large volume of mail	**37**	17	3	4	-	-	33	4	33	4	29	8	-
	8%	*10%*	*13%*	*20%*	*-%*	*-%*	*8%*	*10%*	*8%*	*8%*	*8%*	*8%*	*-%*
Do not use computers / only one that uses a computer	**28**	7	-	-	-	-	28	-	28	-	28	*	-
	6%	*4%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*7%*	*-%*	*8%* b	*%*	*-%*
Planning to do so in the future	**10**	6	*	-	-	-	10	*	10	*	10	*	-
	2%	*3%*	*1%*	*-%*	*-%*	*-%*	*2%*	*%*	*2%*	*%*	*3%*	*%*	*-%*
Not considered this	**9**	2	-	-	-	-	9	-	9	-	8	1	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*
No alternative media that would meet my needs	**8**	2	2	-	-	-	8	-	8	-	8	*	-
	2%	*1%*	*11%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*%*	*-%*
There is no pressure from customers for us to move	**8**	1	-	*	-	-	8	-	8	-	7	*	-
	2%	*%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*%*	*-%*
Reliability / trust	**6**	3	-	-	-	-	6	-	6	-	6	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*2%*	*%*	*-%*
Need to send hard copies / keep hard copies of everything we send	**6**	4	-	-	-	-	6	-	6	-	2	4	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*4%* a	*-%*
Other media ineffective	**4**	3	-	-	-	-	4	-	4	-	2	2	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*%*	*2%*	*-%*
Hassle of moving	**4**	1	-	-	-	-	4	-	4	-	4	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**480**	183	23	17	10	15	448	31	439	40	386	89	4
Weighted total	**473**	179	22	20	13	17	431	41	417	55	368	100	4
Cost	**3**	2	-	-	-	-	3	-	*	2	*	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*4%* a	**%*	*2%* a	*-%*
Lack of information about products and costs by other providers	**3**	*	-	-	-	-	3	-	3	-	3	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Time or extra admin required	**1**	1	-	-	-	-	1	-	1	-	1	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
Customers are unwilling to give email addresses	**1**	*	-	-	-	-	1	-	1	-	1	-	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	20	*	-	-	2	30	2	31	1	26	5	-
	7%	*11%*	*1%*	*-%*	*-%*	*10%*	*7%*	*4%*	*7%*	*2%*	*7%*	*5%*	*-%*
Don't know	**6**	2	1	-	1	-	3	3	3	3	3	3	*
	1%	*1%*	*6%*	*-%*	*10%*	*-%*	*1%*	*7%* a	*1%*	*5%* a	*1%*	*3%*	*4%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**480**	254	82	140	431	267	445	195	143	104	313	135	6	106	152	450	52
Weighted total	**473**	238	86	142	411	248	430	205	135	114	296	141	4	104	153	442	34
We have already moved everything that is possible to move	**153**	81	28	43	121	87	131	79	35	53	74	59	4	26	63	140	14
	32%	*34%*	*32%*	*30%*	*30%*	*35%*	*31%*	*39%*	*26%*	*46%*	*25%*	*41%*	*82%*	*24%*	*42%*	*32%*	*42%*
						g		**aceg**		**aceg**		c			b		
Happy with sending things by mail	**89**	49	9	27	78	39	78	31	23	20	61	24	-	21	21	79	5
	19%	*21%*	*11%*	*19%*	*19%*	*16%*	*18%*	*15%*	*17%*	*18%*	*21%*	*17%*	*-%*	*20%*	*14%*	*18%*	*15%*
		b															
No reason	**73**	37	18	19	67	38	70	32	16	16	43	22	-	13	19	70	5
	15%	*15%*	*20%*	*13%*	*16%*	*15%*	*16%*	*16%*	*12%*	*14%*	*14%*	*16%*	*-%*	*13%*	*12%*	*16%*	*14%*
We prefer to send things to customers by mail	**46**	26	8	12	45	25	45	14	22	10	37	16	-	7	15	45	-
	10%	*11%*	*10%*	*9%*	*11%*	*10%*	*10%*	*7%*	*17%*	*9%*	*13%*	*11%*	*-%*	*6%*	*10%*	*10%*	*-%*
									cd		d				c	c	
No need - do not have a large volume of mail	**37**	21	6	10	34	17	37	23	6	9	31	10	*	14	12	37	1
	8%	*9%*	*7%*	*7%*	*8%*	*7%*	*9%*	*11%*	*4%*	*8%*	*10%*	*7%*	*10%*	*13%*	*8%*	*8%*	*4%*
								e			e						
Do not use computers / only one that uses a computer	**28**	13	2	14	27	12	27	2	10	2	21	2	-	5	4	26	2
	6%	*5%*	*3%*	*10%*	*7%*	*5%*	*6%*	*1%*	*7%*	*1%*	*7%*	*1%*	*-%*	*5%*	*2%*	*6%*	*7%*
				b	**df**	d	**df**		**df**		**df**						
Planning to do so in the future	**10**	2	3	5	8	5	10	1	5	-	10	1	-	5	3	10	-
	2%	*1%*	*3%*	*4%*	*2%*	*2%*	*2%*	**%*	*4%*	*-%*	*3%*	**%*	*-%*	*5%*	*2%*	*2%*	*-%*
									df		d			a			
Not considered this	**9**	4	2	3	9	2	9	1	1	1	5	1	-	*	-	9	-
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	**%*	*-%*	*2%*	*-%*
No alternative media that would meet my needs	**8**	5	-	3	7	4	7	3	3	*	2	4	-	*	4	7	-
	2%	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**%*	*1%*	*3%*	*-%*	**%*	*3%*	*2%*	*-%*
There is no pressure from customers for us to move	**8**	3	2	3	8	3	8	1	3	1	6	1	-	*	1	7	*
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**%*	*2%*	*1%*	*2%*	**%*	*-%*	**%*	**%*	*2%*	*1%*
Reliability / trust	**6**	4	*	2	5	1	5	1	-	-	3	1	-	1	1	5	-
	1%	*2%*	**%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
Need to send hard copies / keep hard copies of everything we send	**6**	1	*	4	6	2	6	4	3	1	5	*	-	4	4	6	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	**%*	*-%*	*4%*	*2%*	*1%*	*-%*
				a										a			

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
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Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**480**	254	82	140	431	267	445	195	143	104	313	135	6	106	152	450	52
Weighted total	**473**	238	86	142	411	248	430	205	135	114	296	141	4	104	153	442	34
Other media ineffective	**4**	-	4	*	1	1	1	3	4	-	3	2	-	1	2	1	-
	1%	*-%*	*4%*	**%*	*%*	*%*	*%*	*1%*	*3%*	*-%*	*1%*	*2%*	*-%*	*1%*	*2%*	*%*	*-%*
			ac					**ac**	**abc**						b		
Hassle of moving	**4**	1	3	-	4	4	4	1	1	1	3	1	-	-	3	4	-
	1%	*1%*	*3%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*
			ac														
Cost	**3**	2	-	*	3	*	3	2	3	-	3	-	-	2	3	3	-
	1%	*1%*	*-%*	**%*	*1%*	**%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*
									b								
Lack of information about products and costs by other providers	**3**	1	-	1	2	*	2	-	*	-	2	-	*	-	-	2	-
	1%	*1%*	*-%*	*1%*	*1%*	**%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	*8%*	*-%*	*-%*	**%*	*-%*
Time or extra admin required	**1**	1	-	-	1	1	1	1	1	-	1	-	-	1	-	1	-
	****%***	*1%*	*-%*	*-%*	**%*	**%*	**%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
Customers are unwilling to give email addresses	**1**	*	-	*	1	1	1	-	*	-	1	-	-	*	-	1	-
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	15	7	8	28	20	28	15	17	6	23	11	-	11	12	31	6
	7%	*6%*	*8%*	*6%*	*7%*	*8%*	*6%*	*8%*	*12%*	*5%*	*8%*	*8%*	*-%*	*11%*	*8%*	*7%*	*17%*
									ac								b
Don't know	**6**	1	2	2	6	3	6	4	2	3	4	4	-	1	3	6	*
	1%	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	***a**	***b**	c	a	b	c	d	e	***f**	a	b	c	a	b	***c**
Unweighted total	**480**	354	291	16	5	450	458	382	465	352	463	1	260	457	62	64	390	25
Weighted total	**473**	341	280	16	5	441	451	369	457	341	457	2	243	446	46	66	379	25
We have already moved everything that is possible to move	**153**	108	81	8	3	136	143	116	144	122	148	2	97	141	25	16	128	7
	32%	*32%*	*29%*	*51%*	*55%*	*31%*	*32%*	*31%*	*31%*	*36%*	*32%*	*100%*	*40%*	*32%*	*54%*	*24%*	*34%*	*28%*
													b		**ab**			
Happy with sending things by mail	**89**	59	48	1	-	88	86	66	88	64	86	-	34	88	10	10	72	6
	19%	*17%*	*17%*	*4%*	*-%*	*20%*	*19%*	*18%*	*19%*	*19%*	*19%*	*-%*	*14%*	*20%*	*23%*	*16%*	*19%*	*23%*
No reason	**73**	55	39	3	*	67	70	59	70	52	71	-	34	70	2	10	61	2
	15%	*16%*	*14%*	*20%*	*9%*	*15%*	*16%*	*16%*	*15%*	*15%*	*16%*	*-%*	*14%*	*16%*	*5%*	*15%*	*16%*	*7%*
														c				
We prefer to send things to customers by mail	**46**	33	32	-	-	44	46	35	46	28	44	-	22	44	2	5	35	5
	10%	*10%*	*12%*	*-%*	*-%*	*10%*	*10%*	*10%*	*10%*	*8%*	*10%*	*-%*	*9%*	*10%*	*5%*	*8%*	*9%*	*21%*
No need - do not have a large volume of mail	**37**	29	27	1	*	36	35	33	37	30	37	-	22	37	4	7	30	*
	8%	*9%*	*10%*	*8%*	*10%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*-%*	*9%*	*8%*	*8%*	*10%*	*8%*	*2%*
Do not use computers / only one that uses a computer	**28**	19	16	*	1	27	26	21	27	11	28	-	11	27	1	*	27	1
	6%	*6%*	*6%*	*3%*	*26%*	*6%*	*6%*	*6%*	*6%*	*3%*	*6%*	*-%*	*5%*	*6%*	*3%*	*1%*	*7%*	*5%*
Planning to do so in the future	**10**	9	10	-	-	10	10	10	10	8	10	-	10	10	-	-	9	1
	2%	*3%*	*4%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*-%*	*4%*	*2%*	*-%*	*-%*	*2%*	*6%*
Not considered this	**9**	6	3	-	-	9	9	6	9	7	8	-	4	9	-	2	7	-
	2%	*2%*	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*-%*	*3%*	*2%*	*-%*
No alternative media that would meet my needs	**8**	6	3	-	-	8	8	3	8	3	6	-	4	6	*	-	8	-
	2%	*2%*	*1%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*-%*	*2%*	*-%*
There is no pressure from customers for us to move	**8**	5	5	-	-	5	7	4	7	2	6	-	2	7	1	2	6	-
	2%	*1%*	*2%*	*-%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*2%*	*-%*
Reliability / trust	**6**	5	3	-	-	6	6	4	6	4	6	-	1	6	-	*	3	4
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*	*1%*	*14%*
Need to send hard copies / keep hard copies of everything we send	**6**	4	5	-	-	6	6	6	6	3	6	-	3	6	*	3	4	-
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*4%*	*1%*	*-%*
Other media ineffective	**4**	1	1	-	-	4	3	3	3	3	4	-	3	3	2	*	4	-
	1%	**%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*5%*	**%*	*1%*	*-%*
															ab			
Hassle of moving	**4**	3	4	-	-	4	4	4	4	3	4	-	3	4	-	-	3	1
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*6%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	**480**	354	291	16	5	450	458	382	465	352	463	1	260	457	62	64	390	25
Weighted total	**473**	341	280	16	5	441	451	369	457	341	457	2	243	446	46	66	379	25
Cost	**3**	3	3	-	-	3	3	*	3	-	3	-	-	3	-	3	-	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*4%* b	*-%*	*-%*
Lack of information about products and costs by other providers	**3**	2	*	-	-	3	3	2	3	2	2	-	2	3	-	*	2	-
	1%	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*
Time or extra admin required	**1**	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Customers are unwilling to give email addresses	**1**	*	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	27	20	2	-	30	32	29	32	26	30	-	13	26	*	9	19	3
	7%	*8%*	*7%*	*14%*	*-%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*-%*	*5%*	*6%*	*1%*	*14%* b	*5%*	*13%*
Don't know	**6**	4	2	-	-	6	6	5	6	6	6	-	3	6	1	3	3	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*2%*	*4%* b	*1%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	*a	b	a	b	a	*b	a	b	*a	b
Unweighted total	**480**	33	29	415	-	480	423	57	408	19	73	402	12	60
Weighted total	**473**	35	26	408	-	473	408	64	388	26	78	389	12	62
We have already moved everything that is possible to move	**153**	22	14	114	-	153	151	2	122	9	29	121	8	28
	32%	*62%*	*54%*	*28%*	*-%*	*32%*	*37%*	*3%*	*31%*	*35%*	*37%*	*31%*	*63%*	*46%*
		c					b							
Happy with sending things by mail	**89**	8	5	75	-	89	74	14	78	4	13	76	1	9
	19%	*23%*	*19%*	*18%*	*-%*	*19%*	*18%*	*22%*	*20%*	*16%*	*16%*	*20%*	*5%*	*15%*
No reason	**73**	*	3	70	-	73	58	15	60	3	8	62	-	10
	15%	*1%*	*10%*	*17%*	*-%*	*15%*	*14%*	*23%*	*15%*	*11%*	*11%*	*16%*	*-%*	*15%*
				a										
We prefer to send things to customers by mail	**46**	3	2	41	-	46	37	9	44	*	7	39	*	2
	10%	*8%*	*8%*	*10%*	*-%*	*10%*	*9%*	*14%*	*11%*	*2%*	*9%*	*10%*	*4%*	*3%*
No need - do not have a large volume of mail	**37**	*	1	36	-	37	31	6	31	2	5	32	3	3
	8%	*1%*	*3%*	*9%*	*-%*	*8%*	*8%*	*9%*	*8%*	*7%*	*7%*	*8%*	*22%*	*5%*
Do not use computers / only one that uses a computer	**28**	*	*	27	-	28	13	16	25	*	6	23	-	*
	6%	*1%*	*2%*	*7%*	*-%*	*6%*	*3%*	*25%*	*6%*	*2%*	*7%*	*6%*	*-%*	*1%*
								a						
Planning to do so in the future	**10**	*	*	10	-	10	10	*	6	-	*	10	-	*
	2%	*1%*	*1%*	*2%*	*-%*	*2%*	*2%*	*1%*	*2%*	*-%*	**%*	*3%*	*-%*	**%*
Not considered this	**9**	-	1	8	-	9	8	1	9	-	2	8	-	-
	2%	*-%*	*6%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*-%*	*-%*
No alternative media that would meet my needs	**8**	-	-	8	-	8	7	1	8	-	-	8	*	-
	2%	*-%*	*-%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*4%*	*-%*
There is no pressure from customers for us to move	**8**	-	1	6	-	8	8	-	5	2	*	7	*	-
	2%	*-%*	*6%*	*2%*	*-%*	*2%*	*2%*	*-%*	*1%*	*9%*	**%*	*2%*	*4%*	*-%*
Reliability / trust	**6**	-	-	6	-	6	5	1	4	2	*	6	-	*
	1%	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*9%*	**%*	*2%*	*-%*	**%*
Need to send hard copies / keep hard copies of everything we send	**6**	-	-	6	-	6	6	-	5	*	4	2	-	4
	1%	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*5%*	*1%*	*-%*	*6%*
											b			
Other media ineffective	**4**	-	-	4	-	4	4	-	4	-	1	3	-	2
	1%	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*4%*
Hassle of moving	**4**	-	-	4	-	4	1	3	3	-	-	4	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*4%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*
								a						

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	***b**	c	***a**	b	a	b	a	***b**	a	b	***a**	b
Unweighted total	**480**	33	29	415	-	480	423	57	408	19	73	402	12	60
Weighted total	**473**	35	26	408	-	473	408	64	388	26	78	389	12	62
Cost	**3**	-	-	3	-	3	3	-	-	2	3	-	-	2
	1%	-%	-%	*1%*	-%	*1%*	*1%*	-%	-%	*9%*	*4%* b	-%	-%	*4%*
Lack of information about products and costs by other providers	**3**	-	-	2	-	3	2	*	3	-	-	3	-	-
	1%	-%	-%	**%*	-%	*1%*	*1%*	*1%*	*1%*	-%	-%	*1%*	-%	-%
Time or extra admin required	**1**	-	-	1	-	1	1	-	1	-	1	-	-	-
	****%***	-%	-%	**%*	-%	**%*	**%*	-%	**%*	-%	*2%* b	-%	-%	-%
Customers are unwilling to give email addresses	**1**	-	-	1	-	1	1	-	1	-	-	1	-	-
	****%***	-%	-%	**%*	-%	**%*	**%*	-%	**%*	-%	-%	**%*	-%	-%
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**32**	4	1	27	-	32	21	10	26	-	6	26	1	*
	7%	*11%*	*2%*	*7%*	-%	*7%*	*5%*	*16%* a	*7%*	-%	*8%*	*7%*	*12%*	*1%*
Don't know	**6**	-	-	6	-	6	6	-	6	-	2	3	*	1
	1%	-%	-%	*1%*	-%	*1%*	*1%*	-%	*2%*	-%	*3%*	*1%*	*2%*	*1%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	*a	*b	c	a	b	c
Unweighted total	480	62	2	36	70	53	22	29	119	56	41	54
Weighted total	473	62	4	33	77	50	17	35	120	46	41	53
We have already moved everything that is possible to move	153	29	4	13	17	13	6	13	36	22	16	16
	32%	47%	100%	40%	22%	26%	36%	36%	30%	48%	40%	30%
Happy with sending things by mail	89	8	-	7	17	13	5	7	23	4	4	9
	19%	13%	-%	20%	21%	26%	30%	20%	19%	9%	10%	16%
No reason	73	10	-	8	19	4	3	7	13	9	6	5
	15%	15%	-%	23% c	24% c	8%	16%	20%	11%	20%	14%	10%
We prefer to send things to customers by mail	46	2	-	*	3	3	3	*	20	3	7	6
	10%	3%	-%	1%	3%	6%	19%	1%	16%	7%	18%	11%
No need - do not have a large volume of mail	37	3	-	4	3	3	*	7	13	6	*	-
	8%	5%	-%	11%	4%	7%	1%	20%	11%	13% bc	1%	-%
Do not use computers / only one that uses a computer	28	*	-	1	4	6	-	-	13	1	1	2
	6%	1%	-%	3%	5%	11%	-%	-%	11%	3%	4%	3%
Planning to do so in the future	10	*	-	-	2	2	-	*	6	*	-	-
	2%	*%	-%	-%	2%	5%	-%	1%	5%	*%	-%	-%
Not considered this	9	-	-	-	*	1	-	-	2	-	1	5
	2%	-%	-%	-%	1%	2%	-%	-%	1%	-%	4%	9% a
No alternative media that would meet my needs	8	-	-	-	1	-	-	*	2	1	-	4
	2%	-%	-%	-%	2%	-%	-%	1%	2%	3%	-%	7%
There is no pressure from customers for us to move	8	-	-	-	3	*	-	*	1	*	2	1
	2%	-%	-%	-%	3%	*%	-%	*%	1%	1%	6%	3%
Reliability / trust	6	*	-	-	1	-	-	-	3	-	-	2
	1%	*%	-%	-%	2%	-%	-%	-%	2%	-%	-%	5%
Need to send hard copies / keep hard copies of everything we send	6	4	-	1	2	2	-	-	1	-	-	-
	1%	6%	-%	2%	3%	4%	-%	-%	1%	-%	-%	-%
Other media ineffective	4	2	-	-	2	*	-	*	1	-	-	-
	1%	4%	-%	-%	3%	1%	-%	*%	1%	-%	-%	-%
Hassle of moving	4	-	-	-	-	-	-	-	1	3	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	1%	6%	-%	-%
Cost	3	2	-	-	-	-	-	-	-	-	-	3
	1%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?
Base: All who have not moved some mail to other communication methods

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	***a**	***b**	c	a	b	c
Unweighted total	**480**	62	2	36	70	53	22	29	119	56	41	54
Weighted total	**473**	62	4	33	77	50	17	35	120	46	41	53
Lack of information about products and costs by other providers	**3**	-	-	-	-	*	-	*	-	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*2%*
Time or extra admin required	**1**	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Customers are unwilling to give email addresses	**1**	-	-	*	-	*	-	-	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Contracted with postal provider / franking machine	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	*	-	-	3	3	1	-	13	*	7	4
	7%	*1%*	*-%*	*-%*	*4%*	*6%*	*7%*	*-%*	*11%*	*1%*	*16%*	*8%*
											a	
Don't know	**6**	1	-	-	*	1	-	-	*	1	1	2
	1%	*1%*	*-%*	*-%*	**%*	*3%*	*-%*	*-%*	**%*	*1%*	*4%*	*4%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**720**	41	64	40	39	51	65	51	53	48	80	94	94	452
Weighted total	**727**	47	78	83	37	47	114	113	63	51	29	32	33	633
Quicker	**353**	19	44	54	10	25	51	52	37	19	13	15	12	313
	49%	*40%*	*57%*	*66%*	*28%*	*54%*	*44%*	*46%*	*59%*	*37%*	*46%*	*46%*	*36%*	*49%*
			diladfijkl			**dl**			**dil**					**dl**
Cost saving	**266**	22	29	33	13	11	38	32	25	24	10	15	15	227
	37%	*45%*	*37%*	*40%*	*36%*	*24%*	*34%*	*28%*	*40%*	*48%*	*32%*	*47%*	*44%*	*36%*
		e								**eg**		**eg**	e	
Customer preferences	**154**	13	18	5	7	12	30	20	20	9	8	8	5	133
	21%	*28%*	*23%*	*6%*	*18%*	*26%*	*26%*	*17%*	*31%*	*17%*	*27%*	*25%*	*16%*	*21%*
		c	c			c	c		**cl**		c	c		c
Convenience / ease of use	**114**	5	9	15	5	6	20	22	13	9	4	5	3	103
	16%	*11%*	*11%*	*18%*	*14%*	*13%*	*17%*	*19%*	*20%*	*17%*	*12%*	*14%*	*9%*	*16%*
Price of postage	**58**	5	8	3	3	4	13	10	*	6	2	2	2	52
	8%	*10%*	*10%*	*4%*	*7%*	*8%*	*12%*	*9%*	*1%*	*12%*	*8%*	*6%*	*5%*	*8%*
		h	h				h	h		h				h
Proof of delivery / know it has got there / reliable	**28**	-	4	7	-	4	3	8	-	-	*	1	1	26
	4%	*-%*	*5%*	*9%*	*-%*	*8%*	*3%*	*7%*	*-%*	*-%*	*1%*	*4%*	*2%*	*4%*
				hil		**hil**								
Everyone else is doing it / client's like this method	**24**	-	1	2	1	1	2	7	2	4	1	*	2	21
	3%	*-%*	*2%*	*3%*	*3%*	*3%*	*2%*	*6%*	*3%*	*7%*	*3%*	**%*	*6%*	*3%*
								k		k			k	
Environmental reasons	**20**	1	2	5	*	*	7	-	*	1	1	1	1	17
	3%	*3%*	*3%*	*6%*	*1%*	**%*	*7%*	*-%*	**%*	*2%*	*3%*	*2%*	*2%*	*3%*
More efficient	**13**	-	4	5	*	*	1	2	-	-	-	*	1	12
	2%	*-%*	*4%*	*6%*	**%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*	*1%*	*3%*	*2%*
				j										
Unreliable postal service	**12**	-	*	-	-	-	-	7	2	1	-	1	*	10
	2%	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*6%*	*3%*	*2%*	*-%*	*4%*	*1%*	*2%*
								fjm						
Forced to by colleagues / system changes in the company	**10**	-	-	2	1	-	2	-	3	-	-	-	*	9
	1%	*-%*	*-%*	*3%*	*3%*	*-%*	*2%*	*-%*	*5%*	*-%*	*-%*	*-%*	*1%*	*1%*
									jk					
Reduce admin time spent on alternative media	**9**	2	-	2	-	*	-	-	-	2	1	*	*	7
	1%	*3%*	*-%*	*3%*	*-%*	*1%*	*-%*	*-%*	*-%*	*5%*	*3%*	*1%*	*1%*	*1%*
										m				
Speed - instantaneous / fast response	**7**	2	-	-	-	-	-	2	1	-	-	1	*	6
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*3%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**720**	41	64	40	39	51	65	51	53	48	80	94	94	452
Weighted total	**727**	47	78	83	37	47	114	113	63	51	29	32	33	633
Increase in postal prices	**6**	1	-	-	-	*	2	-	-	1	*	*	*	5
	1%	*3%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*2%*	*1%*	**%*	*1%*	*1%*
Good for sending invoices /attachments	**2**	-	2	-	-	-	-	-	-	-	*	-	*	2
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*
			m											
Security / data protection	**2**	-	*	-	*	1	*	-	*	-	-	-	-	2
	****%***	*-%*	**%*	*-%*	*1%*	*3%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*
						m								
Offers more creative choices	**2**	-	-	-	-	-	-	*	1	-	-	-	*	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	**%*	**%*
									m					
For BACS transfers	**2**	-	-	-	-	-	-	-	-	1	-	-	*	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	**%*
										m				
Company budget has been diverted to other media	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	2	2	5	-	4	7	3	3	5	1	*	1	30
	4%	*3%*	*2%*	*6%*	*-%*	*8%*	*6%*	*2%*	*5%*	*10%*	*3%*	*1%*	*3%*	*5%*
						k				**dk**				
Don't know	**4**	*	-	-	1	-	2	-	-	-	-	-	-	4
	1%	**%*	*-%*	*-%*	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	*d	e	a	b
Unweighted total	720	58	78	10	57	151	40	308	534	114	43	29	186	304	416
Weighted total	727	66	66	12	58	163	50	289	697	19	7	5	30	342	386
Quicker	353	31	31	5	32	78	28	137	338	8	4	2	14	176	177
	49%	47%	48%	37%	56%	48%	57%	47%	49%	45%	52%	47%	47%	52%	46%
Cost saving	266	16	26	5	18	50	16	122	250	9	4	3	16	127	139
	37%	25%	39%	40%	31%	31%	32%	42%	36%	48%	53%	64%	52%	37%	36%
								ae		a	a		a		
Customer preferences	154	18	17	*	16	47	5	43	148	3	1	1	5	76	78
	21%	27%	25%	4%	28%	29%	10%	15%	21%	18%	17%	16%	17%	22%	20%
		fg	g		fg	fg									
Convenience / ease of use	114	16	5	2	5	25	8	50	110	3	*	*	4	56	58
	16%	24%	8%	19%	8%	15%	16%	17%	16%	18%	4%	6%	13%	17%	15%
		bd						b	c	c					
Price of postage	58	6	2	3	2	23	4	16	56	2	1	-	2	24	34
	8%	9%	3%	22%	3%	14%	9%	5%	8%	9%	9%	-%	8%	7%	9%
						bdg									
Proof of delivery / know it has got there / reliable	28	3	1	-	5	2	5	12	27	*	*	*	1	13	15
	4%	4%	1%	-%	9%	1%	11%	4%	4%	3%	3%	4%	3%	4%	4%
					be		be								
Everyone else is doing it / client's like this method	24	5	4	-	*	4	1	9	24	*	-	-	*	13	11
	3%	7%	6%	-%	1%	3%	2%	3%	3%	1%	-%	-%	*%	4%	3%
									e						
Environmental reasons	20	-	2	-	*	6	-	12	18	1	1	*	2	15	5
	3%	-%	3%	-%	*%	4%	-%	4%	3%	4%	7%	5%	5%	4%	1%
														b	
More efficient	13	*	2	-	-	4	1	6	12	1	*	*	1	9	4
	2%	1%	2%	-%	-%	2%	3%	2%	2%	3%	5%	9%	5%	3%	1%
													a		
Unreliable postal service	12	*	*	-	-	2	5	4	12	-	-	*	*	*	11
	2%	1%	*%	-%	-%	1%	9%	1%	2%	-%	-%	4%	1%	*%	3%
							abdeg								a
Forced to by colleagues / system changes in the company	10	1	-	-	-	2	1	5	10	-	-	-	-	4	6
	1%	2%	-%	-%	-%	1%	2%	2%	1%	-%	-%	-%	-%	1%	2%
Reduce admin time spent on alternative media	9	1	-	-	*	2	-	5	8	1	-	*	1	4	5
	1%	2%	-%	-%	1%	1%	-%	2%	1%	4%	-%	2%	3%	1%	1%
										a					
Speed - instantaneous / fast response	7	-	*	-	3	-	*	3	7	-	-	-	-	-	7
	1%	-%	1%	-%	5%	-%	1%	1%	1%	-%	-%	-%	-%	-%	2%
					eg										a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	*d	e	a	b
Unweighted total	**720**	58	78	10	57	151	40	308	534	114	43	29	186	304	416
Weighted total	**727**	66	66	12	58	163	50	289	697	19	7	5	30	342	386
Increase in postal prices	**6**	*	*	-	-	-	-	3	6	*	*	-	*	2	4
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*
Good for sending invoices /attachments	**2**	-	-	-	-	*	-	1	2	*	-	*	*	2	*
	%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*4%*	*1%*	*1%*	*%*
Security / data protection	**2**	-	-	-	-	*	-	2	1	*	*	*	1	1	2
	%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%*	*%*	*2%* a	*7%* a	*4%*	*3%* a	*%*	*%*
Offers more creative choices	**2**	-	-	-	-	2	-	*	1	*	*	-	*	2	*
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*%*	*2%* a	*1%*	*-%*	*1%* a	*%*	*%*
For BACS transfers	**2**	-	-	-	-	1	-	*	2	-	-	-	-	-	2
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
Company budget has been diverted to other media	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%* a	*-%*	*-%*	*1%*	*-%*	*%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	1	5	-	-	3	*	23	32	-	-	*	*	18	14
	4%	*2%*	*7%* de	*-%*	*-%*	*2%*	*1%*	*8%* de	*5%* be	*-%*	*-%*	*6%*	*1%*	*5%*	*4%*
Don't know	**4**	-	-	-	-	*	4	-	4	-	-	*	*	4	*
	1%	*-%*	*-%*	*-%*	*-%*	*%*	*7%* abdeg	*-%*	*1%*	*-%*	*-%*	*3%*	*1%*	*1%*	*%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999 ,999	£1,000,000 - 4,999 ,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	***f**	***g**
Unweighted total	**720**	276	56	56	17	536	184	171	365	184	353	141	89	65	38	25	-
Weighted total	**727**	336	42	43	3	591	137	193	398	137	431	142	76	41	19	10	-
Quicker	**353**	167	13	18	1	289	64	95	194	64	222	74	29	19	4	4	-
	49%	*50%*	*31%*	*42%*	*32%*	*49%*	*47%*	*50%*	*49%*	*47%*	*51%*	*52%*	*38%*	*47%*	*22%*	*40%*	*-%*
		b									**ce**	**ce**		e			
Cost saving	**266**	121	20	20	1	217	49	77	140	49	164	47	21	20	7	5	-
	37%	*36%*	*48%*	*46%*	*38%*	*37%*	*36%*	*40%*	*35%*	*36%*	*38%*	*33%*	*27%*	*48%*	*36%*	*53%*	*-%*
														bc			
Customer preferences	**154**	73	10	7	1	123	31	38	85	31	83	28	26	9	6	1	-
	21%	*22%*	*24%*	*17%*	*17%*	*21%*	*23%*	*20%*	*21%*	*23%*	*19%*	*19%*	*34%*	*23%*	*33%*	*6%*	*-%*
													ab		a		
Convenience / ease of use	**114**	52	1	11	-	93	21	39	55	21	70	29	6	3	*	3	-
	16%	*16%*	*2%*	*26%*	*-%*	*16%*	*15%*	*20%*	*14%*	*15%*	*16%*	*20%*	*8%*	*7%*	*1%*	*35%*	*-%*
		b		b							**cde**	**cde**					
Price of postage	**58**	41	1	3	*	51	7	14	37	7	41	12	3	2	*	*	-
	8%	*12%*	*2%*	*7%*	*3%*	*9%*	*5%*	*7%*	*9%*	*5%*	*10%*	*8%*	*4%*	*5%*	*1%*	*1%*	*-%*
		b															
Proof of delivery / know it has got there / reliable	**28**	16	2	5	-	25	3	10	15	3	18	8	-	3	*	-	-
	4%	*5%*	*6%*	*13%*	*-%*	*4%*	*2%*	*5%*	*4%*	*2%*	*4%*	*5%*	*-%*	*6%*	*1%*	*-%*	*-%*
				a								c		c			
Everyone else is doing it / client's like this method	**24**	7	1	1	*	18	6	10	8	6	13	3	4	3	-	-	-
	3%	*2%*	*3%*	*3%*	*15%*	*3%*	*4%*	*5%*	*2%*	*4%*	*3%*	*2%*	*6%*	*7%*	*-%*	*-%*	*-%*
								b									
Environmental reasons	**20**	10	5	*	*	12	8	7	5	8	14	4	*	*	*	*	-
	3%	*3%*	*12%*	**%*	*5%*	*2%*	*6%*	*4%*	*1%*	*6%*	*3%*	*3%*	**%*	*1%*	*1%*	*3%*	*-%*
			ac				a			b							
More efficient	**13**	11	*	1	*	11	2	1	10	2	3	2	5	1	*	3	-
	2%	*3%*	**%*	*2%*	*5%*	*2%*	*2%*	**%*	*3%*	*2%*	*1%*	*1%*	*6%*	*1%*	*1%*	*29%*	*-%*
													ab				
Unreliable postal service	**12**	6	3	-	*	8	4	2	6	4	8	-	3	-	2	-	-
	2%	*2%*	*6%*	*-%*	*6%*	*1%*	*3%*	*1%*	*1%*	*3%*	*2%*	*-%*	*3%*	*-%*	*9%*	*-%*	*-%*
													b		**abd**		
Forced to by colleagues / system changes in the company	**10**	1	-	-	-	10	-	5	4	-	8	-	-	-	1	-	-
	1%	**%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
								c							**bcd**		
Reduce admin time spent on alternative media	**9**	4	1	*	-	8	1	2	6	1	6	2	*	-	*	-	-
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*2%*	**%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	*-%*
Speed - instantaneous / fast response	**7**	1	*	*	-	4	3	-	4	3	4	*	*	2	-	*	-
	1%	**%*	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	**%*	*1%*	*4%*	*-%*	*4%*	*-%*
														ab			

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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OFC1885
Issue date: 18/01/16

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	*f	*g
Unweighted total	**720**	276	56	56	17	536	184	171	365	184	353	141	89	65	38	25	-
Weighted total	**727**	336	42	43	3	591	137	193	398	137	431	142	76	41	19	10	-
Increase in postal prices	**6**	3	-	-	-	3	3	2	2	3	6	-	*	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	**%*	*2%*	*1%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
Good for sending invoices /attachments	**2**	2	-	-	-	2	1	2	*	1	2	*	-	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*
Security / data protection	**2**	-	*	*	*	1	1	*	1	1	1	-	-	-	1	*	-
	****%***	*-%*	**%*	*1%*	*6%*	**%*	*1%*	**%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*	*4%* ab	*2%*	*-%*
Offers more creative choices	**2**	-	*	*	-	-	2	-	-	2	1	-	-	-	-	*	-
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	*1%* a	*-%*	*-%*	*1%* b	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
For BACS transfers	**2**	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Company budget has been diverted to other media	*	-	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	18	4	-	*	26	6	12	13	6	18	5	6	*	*	-	-
	4%	*5%*	*10%* c	*-%*	*13%*	*4%*	*5%*	*6%*	*3%*	*5%*	*4%*	*3%*	*8%* d	**%*	*2%*	*-%*	*-%*
Don't know	**4**	2	-	-	-	1	3	-	1	3	-	-	1	-	3	-	-
	1%	*1%*	*-%*	*-%*	*-%*	**%*	*2%* a	*-%*	**%*	*2%*	*-%*	*-%*	*2%* a	*-%*	*14%* abcd	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**720**	309	41	25	16	14	653	67	618	102	525	185	10
Weighted total	**727**	312	41	19	12	7	661	66	630	98	538	186	3
Quicker	**353**	168	15	12	3	1	326	27	308	45	269	83	1
	49%	*54%*	*37%*	*61%*	*29%*	*22%*	*49%*	*40%*	*49%*	*46%*	*50%*	*45%*	*31%*
		b											
Cost saving	**266**	119	17	4	3	4	245	21	229	37	191	74	2
	37%	*38%*	*42%*	*22%*	*27%*	*53%*	*37%*	*32%*	*36%*	*37%*	*35%*	*40%*	*50%*
Customer preferences	**154**	64	11	4	5	-	139	15	133	21	118	35	1
	21%	*21%*	*27%*	*19%*	*40%*	*-%*	*21%*	*23%*	*21%*	*21%*	*22%*	*19%*	*22%*
Convenience / ease of use	**114**	43	7	1	*	2	102	12	99	15	85	29	-
	16%	*14%*	*18%*	*7%*	*4%*	*37%*	*15%*	*19%*	*16%*	*15%*	*16%*	*16%*	*-%*
Price of postage	**58**	30	2	*	-	*	50	8	48	10	38	20	1
	8%	*10%*	*4%*	*%*	*-%*	*4%*	*8%*	*12%*	*8%*	*11%*	*7%*	*11%*	*19%*
Proof of delivery / know it has got there / reliable	**28**	16	*	2	-	-	28	*	26	2	19	9	*
	4%	*5%*	*1%*	*12%*	*-%*	*-%*	*4%*	*1%*	*4%*	*2%*	*3%*	*5%*	*14%*
Everyone else is doing it / client's like this method	**24**	10	1	-	*	-	24	*	23	1	23	1	-
	3%	*3%*	*3%*	*-%*	*1%*	*-%*	*4%*	*%*	*4%*	*1%*	*4%*	*1%*	*-%*
											b		
Environmental reasons	**20**	14	2	*	-	*	14	5	14	6	14	5	1
	3%	*5%*	*5%*	*1%*	*-%*	*3%*	*2%*	*8%*	*2%*	*6%*	*3%*	*3%*	*19%*
								a		a			
More efficient	**13**	6	*	2	-	-	11	2	11	2	6	7	-
	2%	*2%*	*%*	*8%*	*-%*	*-%*	*2%*	*3%*	*2%*	*2%*	*1%*	*4%*	*-%*
												a	
Unreliable postal service	**12**	6	-	2	-	-	12	-	12	-	11	1	-
	2%	*2%*	*-%*	*12%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*
Forced to by colleagues / system changes in the company	**10**	3	-	-	-	-	10	-	10	-	10	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*
Reduce admin time spent on alternative media	**9**	8	*	-	-	-	8	*	7	2	6	2	-
	1%	*3%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
Speed - instantaneous / fast response	**7**	*	-	*	-	-	6	*	6	*	6	*	*
	1%	*%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*15%*
Increase in postal prices	**6**	2	2	-	-	-	4	2	4	2	3	3	-
	1%	*1%*	*6%*	*-%*	*-%*	*-%*	*1%*	*4%*	*1%*	*2%*	*1%*	*2%*	*-%*
			a					a					
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	**720**	309	41	25	16	14	653	67	618	102	525	185	10
Weighted total	**727**	312	41	19	12	7	661	66	630	98	538	186	3
Good for sending invoices /attachments	**2**	2	-	*	-	-	2	-	2	*	2	*	-
	***%**	*1%*	*-%*	*1%*	*-%*	*-%*	***%**	*-%*	***%**	***%**	***%**	***%**	*-%*
Security / data protection	**2**	1	*	-	*	-	2	-	2	-	2	*	-
	***%**	***%**	*1%*	*-%*	*3%*	*-%*	***%**	*-%*	***%**	*-%*	***%**	***%**	*-%*
Offers more creative choices	**2**	-	-	2	-	*	*	2	*	2	-	2	-
	***%**	*-%*	*-%*	*8%*	*-%*	*5%*	***%**	*3%* a	***%**	*2%* a	*-%*	*1%* a	*-%*
For BACS transfers	**2**	2	-	-	-	-	2	-	2	-	*	1	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	***%**	*-%*	***%**	*-%*	***%**	*1%*	*-%*
Company budget has been diverted to other media	*	-	-	-	-	-	*	-	*	-	*	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	***%**	*-%*	***%**	*-%*	***%**	*-%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	8	4	-	1	*	25	7	25	7	24	8	-
	4%	*3%*	*10%* a	*-%*	*10%*	*2%*	*4%*	*10%* a	*4%*	*7%*	*5%*	*4%*	*-%*
Don't know	**4**	1	*	-	-	-	4	-	4	-	4	-	-
	1%	***%**	***%**	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**720**	389	124	202	673	468	687	328	255	155	506	207	3	194	269	687	81
Weighted total	**727**	405	133	182	670	422	685	317	226	152	492	205	1	182	264	690	67
Quicker	**353**	196	66	92	328	207	337	158	121	70	255	99	-	99	136	332	32
	49%	*48%*	*49%*	*50%*	*49%*	*49%*	*49%*	*50%*	*53%*	*46%*	*52%*	*48%*	*-%*	*54%*	*51%*	*48%*	*47%*
Cost saving	**266**	146	56	64	242	158	250	122	97	60	179	77	*	69	108	250	29
	37%	*36%*	*42%*	*35%*	*36%*	*37%*	*37%*	*39%*	*43%*	*40%*	*36%*	*38%*	*34%*	*38%*	*41%*	*36%*	*43%*
Customer preferences	**154**	73	35	44	147	98	148	69	45	36	114	48	1	35	50	149	11
	21%	*18%*	*26%* a	*24%*	*22%*	*23%*	*22%*	*22%*	*20%*	*23%*	*23%*	*24%*	*66%*	*19%*	*19%*	*22%*	*16%*
Convenience / ease of use	**114**	55	21	36	100	61	103	47	38	23	79	26	-	26	50	111	9
	16%	*14%*	*16%*	*19%*	*15%*	*15%*	*15%*	*15%*	*17%*	*15%*	*16%*	*13%*	*-%*	*14%*	*19%*	*16%*	*13%*
Price of postage	**58**	30	12	13	45	28	48	21	12	11	28	20	*	9	20	50	1
	8%	*8%*	*9%*	*7%*	*7%*	*7%*	*7%*	*7%*	*5%*	*7%*	*6%*	*10%*	*34%*	*5%*	*8%* c	*7%* c	*1%*
Proof of delivery / know it has got there / reliable	**28**	16	4	8	28	19	28	11	11	5	14	7	-	12	12	28	3
	4%	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*	*3%*	*3%*	*-%*	*7%*	*5%*	*4%*	*4%*
Everyone else is doing it / client's like this method	**24**	11	4	9	23	13	23	10	2	4	16	4	-	7	8	23	5
	3%	*3%*	*3%*	*5%*	*3%* e	*3%* e	*3%* e	*3%* e	*1%*	*3%*	*3%* e	*2%*	*-%*	*4%*	*3%*	*3%*	*7%*
Environmental reasons	**20**	15	3	2	17	14	17	14	6	6	10	9	-	8	10	17	1
	3%	*4%*	*2%*	*1%*	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*2%*	*4%*	*-%*	*4%*	*4%*	*2%*	*1%*
More efficient	**13**	11	2	*	13	4	13	7	4	2	8	2	-	5	7	13	2
	2%	*3%* c	*1%*	*%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*3%*	*3%*	*2%*	*3%*
Unreliable postal service	**12**	8	-	4	12	10	12	6	5	*	7	3	-	5	7	12	*
	2%	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	*1%*	*1%*	*-%*	*3%*	*3%*	*2%*	*1%*
Forced to by colleagues / system changes in the company	**10**	6	4	-	8	2	8	3	6	2	9	2	-	1	4	10	-
	1%	*1%*	*3%* c	*-%*	*1%*	*%*	*1%*	*1%*	*3%* b	*1%*	*2%* b	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*
Reduce admin time spent on alternative media	**9**	2	*	6	8	7	8	8	2	2	5	2	-	6	5	6	1
	1%	*1%*	*%*	*3%* a	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*4%*	*2%*	*1%*	*2%*
Speed - instantaneous / fast response	**7**	2	2	3	7	5	7	1	2	*	6	*	-	*	2	7	*
	1%	*%*	*2%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*-%*	*%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**720**	389	124	202	673	468	687	328	255	155	506	207	3	194	269	687	81
Weighted total	**727**	405	133	182	670	422	685	317	226	152	492	205	1	182	264	690	67
Increase in postal prices	**6**	3	-	4	6	5	6	4	2	4	6	5	-	-	2	6	*
	1%	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*
												c					
Good for sending invoices /attachments	**2**	1	*	2	2	*	2	*	*	*	2	*	-	2	*	2	-
	%	*%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*%*	*%*	*-%*
Security / data protection	**2**	*	*	2	2	1	2	1	2	-	1	-	-	2	2	2	*
	%	*%*	*%*	*1%*	*%*	*%*	*%*	*%*	*1%*	*-%*	*%*	*-%*	*-%*	*1%*	*1%*	*%*	*%*
Offers more creative choices	**2**	-	1	*	*	2	2	2	*	2	2	2	-	-	*	2	*
	%	*-%*	*1%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*%*
			a							a							
For BACS transfers	**2**	2	-	-	2	*	2	2	-	2	-	2	-	-	2	2	-
	%	*%*	*-%*	*-%*	*%*	*%*	*%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*%*	*-%*
										g							
Company budget has been diverted to other media	*	*	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-
	%	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**32**	13	10	9	28	16	28	11	11	6	16	6	*	7	11	30	3
	4%	*3%*	*8%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*3%*	*3%*	*34%*	*4%*	*4%*	*4%*	*4%*
			a														
Don't know	**4**	*	2	1	4	4	4	1	1	2	3	1	-	*	-	4	2
	1%	*%*	*2%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*2%*	*1%*	*1%*	*-%*	*%*	*-%*	*1%*	*4%*
			a														**ab**

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker
Table 210 (continuation)

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**720**	547	483	50	11	633	708	635	711	594	706	3	461	698	121	85	541	91
Weighted total	**727**	542	459	45	12	652	714	617	717	592	713	4	462	703	121	99	533	93
Quicker	**353**	268	220	26	7	314	350	293	350	280	349	-	214	339	47	41	272	39
	49%	*49%*	*48%*	*57%*	*54%*	*48%*	*49%*	*47%*	*49%*	*47%*	*49%*	*-%*	*46%*	*48%* c	*39%*	*42%*	*51%*	*42%*
Cost saving	**266**	198	175	25	7	228	255	225	258	210	259	3	170	257	63	33	184	48
	37%	*37%*	*38%*	*54%* c	*59%*	*35%*	*36%*	*36%*	*36%*	*35%*	*36%*	*70%*	*37%*	*37%*	*52%* **ab**	*34%*	*35%*	*52%* **ab**
Customer preferences	**154**	118	93	6	4	142	151	128	151	128	150	1	110	149	20	17	115	19
	21%	*22%*	*20%*	*14%*	*36%*	*22%*	*21%*	*21%*	*21%*	*22%*	*21%*	*30%*	*24%*	*21%*	*17%*	*17%*	*22%*	*20%*
Convenience / ease of use	**114**	97	73	6	2	106	107	92	107	95	111	3	76	109	15	18	76	20
	16%	*18%*	*16%*	*13%*	*17%*	*16%*	*15%*	*15%*	*15%*	*16%*	*16%*	*70%*	*17%*	*16%*	*12%*	*18%*	*14%*	*22%*
Price of postage	**58**	35	40	5	*	51	58	49	58	46	54	-	42	58	11	8	33	17
	8%	*7%*	*9%*	*11%*	*4%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*-%*	*9%*	*8%*	*9%*	*8%*	*6%*	*18%* **ab**
Proof of delivery / know it has got there / reliable	**28**	26	18	-	-	28	28	27	28	22	28	-	23	28	1	*	24	4
	4%	*5%*	*4%*	*-%*	*-%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*5%* c	*4%*	*1%*	*%*	*5%*	*4%*
Everyone else is doing it / client's like this method	**24**	17	20	1	-	22	24	21	24	19	24	-	15	22	4	4	20	-
	3%	*3%*	*4%*	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*4%*	*4%*	*4%*	*-%*
Environmental reasons	**20**	15	9	1	-	18	20	20	20	18	20	-	15	20	4	3	14	3
	3%	*3%*	*2%*	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
More efficient	**13**	11	8	*	-	13	13	13	13	11	12	-	10	13	6	4	7	2
	2%	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*5%*	*4%*	*1%*	*2%*
Unreliable postal service	**12**	10	7	1	-	11	12	10	12	10	12	-	5	12	1	2	4	5
	2%	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*6%* b
Forced to by colleagues / system changes in the company	**10**	9	8	-	-	10	10	8	10	7	10	-	5	10	-	*	8	1
	1%	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*%*	*1%*	*1%*
Reduce admin time spent on alternative media	**9**	6	5	-	-	8	9	9	9	8	9	-	9	6	1	*	6	2
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*%*	*1%*	*3%*
Speed - instantaneous / fast response	**7**	4	4	-	-	6	7	6	7	6	7	-	4	7	*	2	4	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*2%*	*1%*	*-%*
Increase in postal prices	**6**	2	6	3	-	4	6	4	6	6	6	-	5	6	*	2	4	-
	1%	*%*	*1%*	*6%* c	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*2%*	*1%*	*-%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**720**	547	483	50	11	633	708	635	711	594	706	3	461	698	121	85	541	91
Weighted total	**727**	542	459	45	12	652	714	617	717	592	713	4	462	703	121	99	533	93
Good for sending invoices /attachments	**2**	1	2	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Security / data protection	**2**	2	1	*	-	2	2	2	2	1	2	-	1	2	*	-	2	-
	***%**	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Offers more creative choices	**2**	2	*	1	-	*	2	*	2	2	2	-	2	2	*	*	2	-
	***%**	*%	*%	*3%* c	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
For BACS transfers	**2**	2	*	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	***%**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Company budget has been diverted to other media	*	*	-	-	-	*	-	*	*	*	*	-	-	*	-	-	*	-
	***%**	*%	-%	-%	-%	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**32**	22	16	1	-	29	32	24	32	21	32	-	20	27	8	5	23	4
	4%	*4%*	*3%*	*1%*	-%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	-%	*4%*	*4%*	*7%*	*5%*	*4%*	*4%*
Don't know	**4**	4	3	-	-	4	4	4	4	4	4	-	4	4	2	2	1	-
	1%	*1%*	*1%*	-%	-%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	*2%*	*2%* b	*%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker
Table 210 (continuation)

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	b	a	b	a	b
Unweighted total	**720**	66	38	614	720	-	683	37	552	40	150	560	33	111
Weighted total	**727**	69	38	619	727	-	680	47	551	42	140	585	25	105
Quicker	**353**	38	24	291	353	-	323	30	260	27	77	274	12	41
	49%	*55%*	*62%*	*47%*	*49%*	*-%*	*47%*	*63%*	*47%*	*64%* a	*55%*	*47%*	*49%*	*39%*
Cost saving	**266**	29	11	226	266	-	254	12	198	16	57	208	14	40
	37%	*43%*	*28%*	*37%*	*37%*	*-%*	*37%*	*25%*	*36%*	*38%*	*41%*	*36%*	*59%* b	*38%*
Customer preferences	**154**	12	4	137	154	-	147	7	135	3	26	127	2	17
	21%	*18%*	*9%*	*22%*	*21%*	*-%*	*22%*	*15%*	*24%* b	*7%*	*19%*	*22%*	*10%*	*16%*
Convenience / ease of use	**114**	16	8	90	114	-	107	7	92	9	18	96	6	14
	16%	*24%*	*20%*	*15%*	*16%*	*-%*	*16%*	*16%*	*17%*	*22%*	*13%*	*16%*	*25%*	*13%*
Price of postage	**58**	12	3	43	58	-	55	3	41	4	14	44	2	13
	8%	*18%* c	*8%*	*7%*	*8%*	*-%*	*8%*	*7%*	*8%*	*9%*	*10%*	*8%*	*8%*	*12%*
Proof of delivery / know it has got there / reliable	**28**	2	-	26	28	-	25	3	11	5	15	13	2	2
	4%	*3%*	*-%*	*4%*	*4%*	*-%*	*4%*	*6%*	*2%*	*12%* a	*10%* b	*2%*	*10%* b	*2%*
Everyone else is doing it / client's like this method	**24**	1	2	20	24	-	24	-	18	1	3	21	-	-
	3%	*2%*	*6%*	*3%*	*3%*	*-%*	*4%*	*-%*	*3%*	*3%*	*2%*	*4%*	*-%*	*-%*
Environmental reasons	**20**	5	*	15	20	-	17	3	17	-	3	17	1	5
	3%	*7%* c	**%*	*2%*	*3%*	*-%*	*2%*	*6%*	*3%*	*-%*	*2%*	*3%*	*4%*	*5%*
More efficient	**13**	2	*	11	13	-	13	-	10	1	3	11	*	5
	2%	*3%*	**%*	*2%*	*2%*	*-%*	*2%*	*-%*	*2%*	*3%*	*2%*	*2%*	*1%*	*5%*
Unreliable postal service	**12**	-	5	7	12	-	10	2	1	8	9	3	-	1
	2%	*-%*	*12%* **ac**	*1%*	*2%*	*-%*	*1%*	*5%*	**%*	*19%* a	*6%* b	**%*	*-%*	*1%*
Forced to by colleagues / system changes in the company	**10**	1	*	8	10	-	10	-	7	-	1	8	-	-
	1%	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*
Reduce admin time spent on alternative media	**9**	1	-	8	9	-	9	-	7	-	2	7	*	2
	1%	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%*	*2%*
Speed - instantaneous / fast response	**7**	-	*	6	7	-	7	-	6	*	*	6	-	1
	1%	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*
Increase in postal prices	**6**	-	1	5	6	-	6	-	5	-	4	2	-	*
	1%	*-%*	*3%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*3%* b	**%*	*-%*	**%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b
Produced by OLR
OFC1885
Issue date: 18/01/16

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	b	a	b	a	b
Unweighted total	**720**	66	38	614	720	-	683	37	552	40	150	560	33	111
Weighted total	**727**	69	38	619	727	-	680	47	551	42	140	585	25	105
Good for sending invoices /attachments	**2**	-	*	2	2	-	2	-	2	*	2	1	-	*
	***%**	-%	*%	*%	*%	-%	*%	-%	*%	*%	*1%* b	*%	-%	*%
Security / data protection	**2**	-	-	2	2	-	2	*	2	-	-	2	-	*
	***%**	-%	-%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%	*%
Offers more creative choices	**2**	*	1	*	2	-	2	-	2	-	1	*	-	*
	***%**	*1%*	*4%* c	*%	*%	-%	*%	-%	*%	-%	*1%* b	*%	-%	*%
For BACS transfers	**2**	-	-	2	2	-	2	-	2	-	*	1	-	-
	***%**	-%	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%
Company budget has been diverted to other media	*	-	-	*	*	-	*	-	*	-	*	-	-	-
	***%**	-%	-%	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**32**	4	3	25	32	-	30	2	25	3	9	23	-	5
	4%	*6%*	*7%*	*4%*	*4%*	-%	*4%*	*4%*	*4%*	*7%*	*7%*	*4%*	-%	*5%*
Don't know	**4**	-	-	4	4	-	4	-	1	-	-	4	-	-
	1%	-%	-%	*1%*	*1%*	-%	*1%*	-%	*%	-%	-%	*1%*	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	**720**	126	2	74	100	70	38	66	126	88	71	87
Weighted total	**727**	113	3	66	85	91	39	62	126	75	91	91
Quicker	**353**	41	-	33	28	40	21	29	75	37	45	44
	49%	*36%*	*-%*	*50%* b	*33%*	*44%*	*53%*	*47%*	*59%*	*49%*	*49%*	*48%*
Cost saving	**266**	47	3	32	31	29	6	20	52	21	36	38
	37%	*41%*	*100%*	*48%*	*37%*	*32%*	*15%*	*33%* a	*41%* a	*28%*	*39%*	*42%*
Customer preferences	**154**	16	-	16	14	32	9	11	23	14	21	13
	21%	*14%*	*-%*	*24%*	*16%*	*36%* b	*24%*	*17%*	*18%*	*19%*	*23%*	*15%*
Convenience / ease of use	**114**	15	2	9	22	16	2	6	24	10	14	11
	16%	*13%*	*93%*	*14%*	*26%*	*18%*	*4%*	*10%*	*19%* a	*13%*	*15%*	*12%*
Price of postage	**58**	14	*	2	3	-	3	15	18	8	5	5
	8%	*12%*	*7%*	*3%*	*4%*	*-%*	*7%*	*23%* a	*15%*	*10%*	*5%*	*5%*
Proof of delivery / know it has got there / reliable	**28**	2	-	-	*	1	4	4	11	5	-	3
	4%	*2%*	*-%*	*-%*	**%*	*1%*	*11%*	*7%*	*8%*	*6%* b	*-%*	*3%*
Everyone else is doing it / client's like this method	**24**	-	-	3	2	2	-	-	4	2	9	1
	3%	*-%*	*-%*	*5%*	*2%*	*2%*	*-%*	*-%*	*3%*	*3%*	*10%* c	*1%*
Environmental reasons	**20**	6	*	*	5	2	-	4	1	4	2	2
	3%	*5%*	*7%*	**%*	*6%* a	*2%*	*-%*	*6%* c	*1%*	*5%*	*3%*	*2%*
More efficient	**13**	5	-	-	3	-	-	2	4	2	-	2
	2%	*4%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	*-%*	*3%*
Unreliable postal service	**12**	1	-	-	2	2	-	-	2	1	*	5
	2%	*1%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*1%*	*2%*	**%*	*5%*
Forced to by colleagues / system changes in the company	**10**	-	-	-	-	*	-	-	2	5	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*7%* c	*3%*	*-%*
Reduce admin time spent on alternative media	**9**	2	-	1	-	2	-	2	3	*	-	*
	1%	*2%*	*-%*	*2%*	*-%*	*3%*	*-%*	*3%*	*2%*	*1%*	*-%*	**%*
Speed - instantaneous / fast response	**7**	*	-	-	2	2	-	-	-	-	-	2
	1%	**%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*
Increase in postal prices	**6**	*	-	2	-	-	-	-	1	1	-	2
	1%	**%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*2%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Produced by OLR
OFC1885
Issue date: 18/01/16

QF6. Why have you moved mail to other communication methods in the last 12 months?
Base: All who have moved some mail to other communication methods

		Satisfaction with other main provider		Month			Month			Month		
	TOTAL	Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	***b**	a	b	c	a	b	c	a	b	c
Unweighted total	**720**	126	2	74	100	70	38	66	126	88	71	87
Weighted total	**727**	113	3	66	85	91	39	62	126	75	91	91
Good for sending invoices /attachments	**2**	*	-	*	-	2	-	-	*	-	-	-
	***%**	*%	-%	*%	-%	*2%*	-%	-%	*%	-%	-%	-%
Security / data protection	**2**	*	-	-	-	*	-	*	1	*	-	-
	***%**	*%	-%	-%	-%	*%	-%	*%	*1%*	*1%*	-%	-%
Offers more creative choices	**2**	*	-	-	-	-	-	*	-	-	1	*
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	*2%*	*%
For BACS transfers	**2**	-	-	-	-	-	-	-	-	2	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%
Company budget has been diverted to other media	*	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**32**	5	-	-	2	3	4	*	4	9	5	4
	4%	*5%*	-%	-%	*3%*	*3%*	*11%* b	*1%*	*3%*	*12%* c	*5%*	*4%*
Don't know	**4**	-	-	-	1	-	-	-	-	2	-	-
	1%	-%	-%	-%	*2%*	-%	-%	-%	-%	*3%*	-%	-%

Columns Tested: a,b - a,b,c - a,b,c - a,b,c

Weighting Var
Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1200**	61	100	64	71	90	106	82	78	82	156	167	143	734
Weighted total	**200**	72	123	134	70	86	188	182	93	84	57	61	50	1032
North 0-9 Employees	**228**	-	-	-	67	81	-	-	-	80	-	-	-	228
	19%	-%	-%	-%	*95%*	*94%*	-%	-%	-%	*96%*	-%	-%	-%	*22%*
					abcfghjklmabcfghjklm					**abcfghjkl m**				**abcfghj kl**
North 10+ Employees	**12**	-	-	-	3	5	-	-	-	4	-	-	-	12
	1%	-%	-%	-%	*5%*	*6%*	-%	-%	-%	*4%*	-%	-%	-%	*1%*
					bfgjklm	**bfghjklm**				**bfjklm**				
Mids 0-9 Employees	**276**	69	118	-	-	-	-	-	89	-	-	-	-	276
	23%	*96%*	*96%*	-%	-%	-%	-%	-%	*96%*	-%	-%	-%	-%	*27%*
		cdefgijcdefgijk klm	**lm**						**cdefgijk lm**					**cdefgij kl**
Mids 10+ Employees	**12**	3	5	-	-	-	-	-	4	-	-	-	-	12
	1%	*4%*	*4%*	-%	-%	-%	-%	-%	*4%*	-%	-%	-%	-%	*1%*
		efjklm	**fjklm**						**efjklm**					
South 0-9 Employees	**492**	-	-	132	-	-	181	180	-	-	-	-	-	492
	41%	-%	-%	*98%*	-%	-%	*96%*	*99%*	-%	-%	-%	-%	-%	*48%*
				abdehij klm			**abdehijklmabdehijklm**							**abdehij kl**
South 10+ Employees	**12**	-	-	3	-	-	7	2	-	-	-	-	-	12
	1%	-%	-%	*2%*	-%	-%	*4%*	*1%*	-%	-%	-%	-%	-%	*1%*
							bjklm							
Wal/Sco/NI 0-9 Employees	**156**	-	-	-	-	-	-	-	-	-	53	57	46	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*93%*	*93%*	*92%*	-%
											abcdefghabcdefghim im		**abcdefgh im**	
Wal/Sco/NI 10+ Employees	**12**	-	-	-	-	-	-	-	-	-	4	4	4	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*	*7%*	*8%*	-%
											abcdefghabcdefghim im		**abcdefgh im**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Weighting Var
Base: All Respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	***c**	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	**1200**	119	116	16	95	280	54	486	908	184	58	50	292	515	685
Weighted total	**1200**	119	103	16	89	309	59	462	1152	30	9	8	48	577	623
North 0-9 Employees	**228**	34	16	4	20	57	15	75	228	-	-	-	-	105	123
	19%	*29%*	*15%*	*23%*	*22%*	*18%*	*25%*	*16%*	*20%*	*-%*	*-%*	*-%*	*-%*	*18%*	*20%*
		beg							**bcde**						
North 10+ Employees	**12**	*	2	-	1	2	*	6	-	7	3	2	12	7	5
	1%	**%*	*2%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*22%*	*30%*	*29%*	*25%*	*1%*	*1%*
										a	a	a	a		
Mids 0-9 Employees	**276**	27	39	2	22	75	9	88	276	-	-	-	-	146	130
	23%	*22%*	*37%*	*10%*	*24%*	*24%*	*16%*	*19%*	*24%*	*-%*	*-%*	*-%*	*-%*	*25%*	*21%*
			adefg						**bcde**						
Mids 10+ Employees	**12**	*	2	1	1	2	-	7	-	7	3	3	12	7	5
	1%	**%*	*2%*	*3%*	*1%*	*1%*	*-%*	*1%*	*-%*	*22%*	*28%*	*32%*	*25%*	*1%*	*1%*
										a	a	a	a		
South 0-9 Employees	**492**	32	32	8	28	131	27	217	492	-	-	-	-	262	230
	41%	*27%*	*31%*	*48%*	*32%*	*42%*	*45%*	*47%*	*43%*	*-%*	*-%*	*-%*	*-%*	*45%*	*37%*
						ab	a	**abd**	**bcde**					b	
South 10+ Employees	**12**	*	2	-	2	2	1	5	-	9	2	2	12	7	5
	1%	**%*	*2%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*	*29%*	*18%*	*20%*	*25%*	*1%*	*1%*
										a	a	a	a		
Wal/Sco/NI 0-9 Employees	**156**	25	10	3	16	37	7	58	156	-	-	-	-	38	118
	13%	*21%*	*9%*	*16%*	*17%*	*12%*	*11%*	*13%*	*14%*	*-%*	*-%*	*-%*	*-%*	*7%*	*19%*
		beg							**bcde**						a
Wal/Sco/NI 10+ Employees	**12**	*	2	-	*	2	1	7	-	8	2	2	12	4	8
	1%	**%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	*27%*	*24%*	*19%*	*25%*	*1%*	*1%*
										a	a	a	a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Weighting Var
Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	***d**	a	b	a	b	c	a	b	c	d	e	f	***g**
Unweighted total	**1200**	479	74	85	29	892	308	303	589	308	606	223	147	97	62	43	2
Weighted total	**1200**	580	57	64	5	960	240	338	622	240	712	212	142	60	34	16	3
North 0-9 Employees	**228**	97	11	7	-	186	42	70	116	42	148	37	21	11	9	-	-
	19%	*17%*	*19%*	*12%*	*-%*	*19%*	*17%*	*21%*	*19%*	*17%*	*21%*	*17%*	*15%*	*18%*	*25%*	*-%*	*-%*
											f	f	f	f	f		
North 10+ Employees	**12**	1	*	2	2	5	7	1	4	7	2	2	1	2	2	2	-
	1%	**%*	**%*	*3%*	*34%*	*1%*	*3%*	**%*	*1%*	*3%*	**%*	*1%*	*1%*	*3%*	*7%*	*15%*	*-%*
				a			a			**ab**				a	**abc**	**abcd**	
Mids 0-9 Employees	**276**	149	11	16	-	218	58	82	135	58	173	57	22	13	5	-	-
	23%	*26%*	*20%*	*25%*	*-%*	*23%*	*24%*	*24%*	*22%*	*24%*	*24%*	*27%*	*15%*	*21%*	*15%*	*-%*	*-%*
											cf	**cef**	f	f	f		
Mids 10+ Employees	**12**	1	1	2	1	7	5	2	5	5	3	2	2	2	1	1	-
	1%	**%*	*2%*	*3%*	*17%*	*1%*	*2%*	**%*	*1%*	*2%*	**%*	*1%*	*1%*	*4%*	*4%*	*7%*	*-%*
			a	a			a							a	a	**abc**	
South 0-9 Employees	**492**	252	20	29	-	404	88	134	270	88	297	77	75	17	10	8	2
	41%	*43%*	*35%*	*45%*	*-%*	*42%*	*37%*	*40%*	*43%*	*37%*	*42%*	*36%*	*53%*	*28%*	*28%*	*49%*	*84%*
											de		**abde**			**de**	
South 10+ Employees	**12**	*	1	1	1	6	6	1	5	6	3	2	3	1	2	1	-
	1%	**%*	*2%*	*2%*	*14%*	*1%*	*3%*	**%*	*1%*	*3%*	**%*	*1%*	*2%*	*2%*	*5%*	*5%*	*-%*
			a	a			a			**ab**			a	a	**ab**	a	
Wal/Sco/NI 0-9 Employees	**156**	78	11	4	1	128	28	47	81	28	83	34	17	12	4	3	*
	13%	*13%*	*19%*	*7%*	*17%*	*13%*	*11%*	*14%*	*13%*	*11%*	*12%*	*16%*	*12%*	*20%*	*12%*	*17%*	*16%*
			c											a			
Wal/Sco/NI 10+ Employees	**12**	2	1	2	1	7	5	2	5	5	3	2	2	2	1	1	-
	1%	**%*	*2%*	*4%*	*18%*	*1%*	*2%*	**%*	*1%*	*2%*	**%*	*1%*	*1%*	*3%*	*4%*	*8%*	*-%*
			a	a			a							a	a	**abc**	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Weighting Var
Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	b	a	b	***c**
Unweighted total	**1200**	492	64	42	26	29	1101	98	1057	142	911	274	14
Weighted total	**1200**	491	63	40	24	24	1092	107	1046	153	906	286	8
North 0-9 Employees	**228**	80	15	5	9	2	210	18	202	26	171	57	-
	19%	*16%*	*24%*	*13%*	*35%*	*10%*	*19%*	*17%*	*19%*	*17%*	*19%*	*20%*	*-%*
North 10+ Employees	**12**	4	1	1	1	1	10	2	10	2	7	5	*
	1%	*1%*	*2%*	*2%*	*4%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*5%*
Mids 0-9 Employees	**276**	110	10	13	5	6	238	38	222	54	195	80	1
	23%	*22%*	*15%*	*33%* b	*19%*	*27%*	*22%*	*35%* a	*21%*	*35%* a	*21%*	*28%* a	*19%*
Mids 10+ Employees	**12**	5	1	1	1	1	11	1	9	3	8	3	1
	1%	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*7%*
South 0-9 Employees	**492**	212	29	17	8	10	452	40	436	56	376	113	2
	41%	*43%*	*46%*	*42%*	*32%*	*41%*	*41%*	*37%*	*42%*	*37%*	*42%*	*40%*	*31%*
South 10+ Employees	**12**	6	*	1	*	1	10	2	10	2	8	4	-
	1%	*1%*	**%*	*3%*	*2%*	*4%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*
Wal/Sco/NI 0-9 Employees	**156**	69	6	2	1	3	150	6	147	9	131	22	3
	13%	*14%*	*10%*	*5%*	*6%*	*11%*	*14%* b	*5%*	*14%* b	*6%*	*14%* b	*8%*	*35%*
Wal/Sco/NI 10+ Employees	**12**	5	1	1	*	*	11	1	11	1	9	3	*
	1%	*1%*	*1%*	*2%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Weighting Var
Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	**1200**	643	206	342	1104	735	1132	523	398	259	819	342	9	300	421	1137	133
Weighted total	**1200**	643	219	325	1082	670	1115	522	361	266	788	346	6	286	417	1132	101
North 0-9 Employees	**228**	127	36	65	208	116	215	88	60	52	148	62	-	48	75	216	16
	19%	*20%*	*16%*	*20%*	*19%*	*17%*	*19%*	*17%*	*17%*	*19%*	*19%*	*18%*	*-%*	*17%*	*18%*	*19%*	*16%*
North 10+ Employees	**12**	5	3	4	11	11	12	7	6	4	10	4	*	3	5	11	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*4%*	*1%*	*1%*	*1%*	*2%*
Mids 0-9 Employees	**276**	146	59	67	247	145	253	118	79	82	183	101	-	43	92	262	12
	23%	*23%*	*27%*	*21%*	*23%*	*22%*	*23%*	*23%*	*22%*	*31%*	*23%*	*29%*	*-%*	*15%*	*22%*	*23%*	*12%*
										abcdeg		c			c	c	
Mids 10+ Employees	**12**	7	3	2	12	9	12	6	5	2	9	3	-	5	5	12	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*
South 0-9 Employees	**492**	260	96	129	436	280	454	226	148	90	315	125	3	145	181	462	42
	41%	*40%*	*44%*	*40%*	*40%*	*42%*	*41%*	*43%*	*41%*	*34%*	*40%*	*36%*	*47%*	*51%*	*43%*	*41%*	*42%*
						f	f	f						a			
South 10+ Employees	**12**	5	2	5	11	9	11	6	6	2	10	4	1	4	5	11	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*10%*	*1%*	*1%*	*1%*	*2%*
Wal/Sco/NI 0-9 Employees	**156**	86	19	49	144	91	146	66	52	33	104	45	2	34	49	147	22
	13%	*13%*	*9%*	*15%*	*13%*	*14%*	*13%*	*13%*	*14%*	*12%*	*13%*	*13%*	*39%*	*12%*	*12%*	*13%*	*22%*
				b													**ab**
Wal/Sco/NI 10+ Employees	**12**	6	2	4	12	9	12	5	4	2	9	2	-	4	4	12	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Weighting Var
Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	**1200**	901	774	66	16	1083	1166	1017	1176	946	1169	4	721	1155	183	149	931	116
Weighted total	**1200**	883	739	62	17	1093	1165	986	1174	933	1170	6	705	1149	167	165	912	118
North 0-9 Employees	**228**	170	140	14	5	208	222	180	222	168	223	1	123	222	22	27	181	20
	19%	*19%*	*19%*	*22%*	*29%*	*19%*	*19%*	*18%*	*19%*	*18%*	*19%*	*19%*	*17%*	*19%*	*13%*	*17%*	*20%*	*17%*
North 10+ Employees	**12**	9	9	1	*	10	12	12	12	11	12	-	9	11	2	2	9	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**276**	200	167	17	5	248	270	223	273	213	268	-	174	270	27	43	200	33
	23%	*23%*	*23%*	*28%*	*28%*	*23%*	*23%*	*23%*	*23%*	*23%*	*23%*	*-%*	*25%* c	*23%* c	*16%*	*26%*	*22%*	*28%*
Mids 10+ Employees	**12**	10	8	1	*	10	12	11	12	11	12	-	8	12	3	1	9	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
South 0-9 Employees	**492**	359	297	20	5	455	477	405	480	391	480	5	284	461	80	72	368	47
	41%	*41%*	*40%*	*32%*	*30%*	*42%*	*41%*	*41%*	*41%*	*42%*	*41%*	*79%*	*40%*	*40%*	*48%* b	*44%*	*40%*	*40%*
South 10+ Employees	**12**	9	7	1	-	11	12	11	12	10	11	-	8	11	2	2	9	1
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*
Wal/Sco/NI 0-9 Employees	**156**	116	101	8	2	139	150	134	152	120	152	-	91	151	28	16	126	14
	13%	*13%*	*14%*	*13%*	*10%*	*13%*	*13%*	*14%*	*13%*	*13%*	*13%*	*-%*	*13%*	*13%*	*17%*	*10%*	*14%*	*11%*
Wal/Sco/NI 10+ Employees	**12**	9	9	1	*	11	12	11	12	10	11	*	7	12	2	1	9	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Weighting Var
Base: All Respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	**1200**	99	67	1029	720	480	1106	94	960	59	223	962	45	171
Weighted total	**1200**	103	65	1026	727	473	1089	111	938	68	218	974	37	167
North 0-9 Employees	**228**	22	11	195	127	101	203	25	184	11	47	181	6	33
	19%	*21%*	*17%*	*19%*	*17%*	*21%*	*19%*	*22%*	*20%*	*16%*	*21%*	*19%*	*17%*	*20%*
North 10+ Employees	**12**	2	1	9	7	5	12	*	9	1	3	8	1	3
	1%	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*
Mids 0-9 Employees	**276**	24	18	233	181	95	247	29	219	14	37	237	11	43
	23%	*23%*	*27%*	*23%*	*25%*	*20%*	*23%*	*26%*	*23%*	*21%*	*17%*	*24%* a	*30%*	*26%*
Mids 10+ Employees	**12**	1	1	10	8	4	12	-	9	*	2	9	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*%*	*1%*	*1%*	*3%*	*1%*
South 0-9 Employees	**492**	44	24	421	303	189	451	41	366	34	99	391	12	64
	41%	*43%*	*38%*	*41%*	*42%*	*40%*	*41%*	*37%*	*39%*	*50%*	*45%*	*40%*	*33%*	*38%*
South 10+ Employees	**12**	2	1	10	7	5	12	*	9	1	3	9	1	2
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Wal/Sco/NI 0-9 Employees	**156**	7	9	139	87	69	139	17	132	6	24	129	4	17
	13%	*7%*	*13%*	*14%*	*12%*	*15%*	*13%*	*15%*	*14%*	*9%*	*11%*	*13%*	*10%*	*10%*
Wal/Sco/NI 10+ Employees	**12**	1	1	11	8	4	12	*	10	*	2	10	*	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Weighting Var
Base: All Respondents

	TOTAL	Satisfaction with other main provider		Month			Month			Month		
		Satisfied	Dissatisfied	Jan	Feb	Mar	Apr	May	Jun	Oct	Nov	Dec
Significance Level: 95%		a	*b	a	b	c	a	b	c	a	b	c
Unweighted total	1200	188	4	110	170	123	60	95	245	144	112	141
Weighted total	1200	175	6	100	162	141	56	97	247	120	132	145
North 0-9 Employees	228	32	-	14	39	24	5	13	58	27	25	23
	19%	*18%*	*-%*	*14%*	*24%*	*17%*	*9%*	*14%*	*23%*	*23%*	*19%*	*16%*
					a				ab			
North 10+ Employees	12	4	-	2	2	1	*	1	2	2	1	1
	1%	*2%*	*-%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
Mids 0-9 Employees	276	50	1	28	33	31	20	28	44	28	32	31
	23%	*28%*	*23%*	*28%*	*20%*	*22%*	*35%*	*29%*	*18%*	*23%*	*25%*	*21%*
							c	c				
Mids 10+ Employees	12	3	*	1	2	1	1	*	3	2	1	1
	1%	*2%*	*3%*	*1%*	*1%*	**%*	*2%*	**%*	*1%*	*2%*	*1%*	*1%*
South 0-9 Employees	492	64	5	41	62	62	22	40	102	38	61	64
	41%	*36%*	*74%*	*41%*	*38%*	*44%*	*38%*	*42%*	*41%*	*31%*	*47%*	*44%*
											a	a
South 10+ Employees	12	2	-	1	2	1	1	1	2	3	-	1
	1%	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*3%*	*-%*	**%*
Wal/Sco/NI 0-9 Employees	156	19	-	11	20	21	7	12	33	18	10	23
	13%	*11%*	*-%*	*11%*	*13%*	*15%*	*13%*	*12%*	*13%*	*15%*	*8%*	*16%*
Wal/Sco/NI 10+ Employees	12	2	-	2	2	1	1	1	2	2	1	1
	1%	*1%*	*-%*	*2%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c - a,b,c - a,b,c