

Ofcom Residential Postal Tracker (July 2016 - June 2017)

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Section B: Screener

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		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Methodology		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
CAPI	% within column	30%	100%	0%	28%	28%	31%	33%	30%	30%	30%	30%	30%	30%	30%	30%	31%
	n	1,846	1,846	0	444	461	463	478	901	945	234	597	585	256	174	371	542
	Column Comparisons	-	B														
Online	% within column	70%	0%	100%	72%	72%	69%	67%	70%	70%	70%	70%	70%	70%	70%	70%	69%
	n	4,251	0	4,251	1,107	1,158	1,011	975	2,077	2,174	542	1,308	1,409	626	366	1,027	1,307
	Column Comparisons	-		A													
Effective Column n	% within column																
	n	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974	1,288
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389	1,860
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

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		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Methodology	% within column	30%	30%	31%	30%	30%	32%	28%	30%	32%	26%
CAPI	n	411	522	952	889	1,218	228	200	200	1,276	569
	Column Comparisons									B	
	% within column	70%	70%	69%	70%	70%	68%	72%	70%	68%	74%
Online	n	851	1,066	2,165	2,063	2,621	556	548	526	2,709	1,534
	Column Comparisons									A	
	% within column										
Effective Column n	n	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

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		Demographics															
Quarter		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Q3 2016	% within column	26%	24%	26%	100%	0%	0%	0%	26%	26%	26%	26%	26%	26%	25%	25%	26%
	Weighted counts	1,567	446	1,121	1,567	0	0	0	768	799	219	517	501	201	128	352	478
	Column Comparisons	-			B C D												
Q4 2016	% within column	27%	25%	27%	0%	100%	0%	0%	27%	27%	27%	27%	27%	27%	26%	26%	27%
	Weighted counts	1,629	463	1,166	0	1,629	0	0	798	831	228	538	521	212	130	357	507
	Column Comparisons	-			A C D												
Q1 2017	% within column	24%	25%	24%	0%	0%	100%	0%	24%	24%	24%	24%	24%	24%	24%	26%	22%
	Weighted counts	1,478	465	1,013	0	0	1,478	0	724	754	207	488	473	186	124	366	418
	Column Comparisons	-				A B D											
Q2 2017	% within column	24%	26%	23%	0%	0%	0%	100%	24%	24%	24%	24%	24%	23%	25%	23%	25%
	Weighted counts	1,457	480	977	0	0	0	1,457	714	743	204	481	466	179	127	315	457
	Column Comparisons	-	b				A B C										
Effective Column n																	
	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974	1,288
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389	1,860
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
Quarter		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Q3 2016	% within column	26%	26%	26%	25%	26%	25%	27%	25%	25%	26%
	Weighted counts	324	413	840	716	1,301	90	92	84	1,068	497
	Column Comparisons										
Q4 2016	% within column	27%	27%	27%	26%	27%	26%	28%	26%	25%	31%
	Weighted counts	336	429	868	754	1,352	94	95	88	1,049	579
	Column Comparisons										A
Q1 2017	% within column	23%	25%	24%	25%	24%	24%	23%	26%	25%	22%
	Weighted counts	296	398	765	707	1,227	85	79	87	1,057	418
	Column Comparisons										
Q2 2017	% within column	25%	23%	23%	24%	24%	25%	22%	23%	25%	21%
	Weighted counts	311	374	739	702	1,209	92	77	79	1,064	388
	Column Comparisons									b	
Effective Column n	% within column										
	Weighted counts	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Month		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Jul 2016	% within column	9%	8%	9%	35%	0%	0%	0%	9%	9%	9%	9%	9%	10%	7%	8%	9%
	Weighted counts	551	152	399	551	0	0	0	270	281	77	182	176	78	37	116	176
	Column Comparisons	-			B C D												
Aug 2016	% within column	8%	8%	8%	33%	0%	0%	0%	8%	8%	8%	8%	8%	9%	8%	7%	9%
	Weighted counts	511	151	360	511	0	0	0	250	261	72	169	164	66	41	104	167
	Column Comparisons	-			B C D												
Sep 2016	% within column	8%	8%	8%	32%	0%	0%	0%	8%	8%	8%	8%	8%	7%	10%	10%	7%
	Weighted counts	505	143	362	505	0	0	0	247	258	71	167	162	57	49	133	135
	Column Comparisons	-			B C D												
Oct 2016	% within column	9%	9%	9%	0%	34%	0%	0%	9%	9%	9%	9%	9%	9%	8%	9%	9%
	Weighted counts	552	163	389	0	552	0	0	270	282	77	182	177	73	43	119	173
	Column Comparisons	-			A C D												
Nov 2016	% within column	9%	8%	10%	0%	35%	0%	0%	9%	9%	9%	9%	9%	11%	7%	10%	9%
	Weighted counts	578	150	428	0	578	0	0	283	295	81	191	185	88	34	146	161
	Column Comparisons	-		a	A C D												
Dec 2016	% within column	8%	8%	8%	0%	31%	0%	0%	8%	8%	8%	8%	8%	7%	10%	7%	9%
	Weighted counts	499	150	349	0	499	0	0	245	254	70	165	160	52	53	92	173
	Column Comparisons	-			A C D												
Jan 2017	% within column	8%	9%	8%	0%	0%	35%	0%	8%	8%	8%	8%	8%	8%	9%	8%	8%
	Weighted counts	510	162	348	0	0	510	0	250	260	71	168	163	62	45	112	158
	Column Comparisons	-					A B D										
Feb 2017	% within column	8%	8%	8%	0%	0%	33%	0%	8%	8%	8%	8%	8%	9%	7%	9%	7%
	Weighted counts	492	151	341	0	0	492	0	241	251	69	162	157	69	34	131	130
	Column Comparisons	-					A B D										
Mar 2017	% within column	8%	8%	8%	0%	0%	32%	0%	8%	8%	8%	8%	8%	7%	9%	9%	7%
	Weighted counts	476	152	324	0	0	476	0	233	243	67	157	152	55	45	122	130
	Column Comparisons	-					A B D										
Apr 2017	% within column	8%	8%	8%	0%	0%	0%	33%	8%	8%	8%	8%	8%	7%	9%	8%	8%
	Weighted counts	485	155	330	0	0	0	485	238	247	68	160	155	58	44	110	147
	Column Comparisons	-					A B C										
May 2017	% within column	8%	9%	8%	0%	0%	0%	34%	8%	8%	8%	8%	8%	8%	8%	8%	8%
	Weighted counts	490	162	328	0	0	0	490	240	250	69	162	157	62	40	108	152
	Column Comparisons	-					A B C										

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
Month		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Jul 2016	% within column	8%	9%	10%	8%	9%	9%	8%	10%	9%	9%
	Weighted counts	107	152	310	235	457	32	29	33	379	170
	Column Comparisons										
Aug 2016	% within column	8%	8%	8%	8%	8%	9%	9%	7%	8%	9%
	Weighted counts	106	135	271	239	424	32	30	25	340	171
	Column Comparisons										
Sep 2016	% within column	9%	8%	8%	8%	8%	7%	10%	8%	8%	8%
	Weighted counts	111	126	259	243	419	26	33	26	350	155
	Column Comparisons										
Oct 2016	% within column	8%	10%	9%	9%	9%	10%	8%	9%	9%	10%
	Weighted counts	95	164	295	252	458	36	28	30	370	182
	Column Comparisons										
Nov 2016	% within column	10%	9%	10%	9%	9%	8%	10%	10%	9%	10%
	Weighted counts	133	139	312	266	480	31	34	34	383	194
	Column Comparisons										
Dec 2016	% within column	9%	8%	8%	8%	8%	8%	9%	7%	7%	11%
	Weighted counts	108	127	261	236	414	28	32	25	296	203
	Column Comparisons										A
Jan 2017	% within column	7%	9%	8%	8%	8%	8%	8%	10%	9%	8%
	Weighted counts	89	151	263	244	423	28	26	32	364	144
	Column Comparisons										
Feb 2017	% within column	8%	8%	8%	8%	8%	8%	7%	8%	8%	8%
	Weighted counts	104	127	253	239	408	31	25	28	338	154
	Column Comparisons										
Mar 2017	% within column	8%	7%	8%	8%	8%	7%	8%	8%	8%	6%
	Weighted counts	103	121	249	224	395	27	27	27	354	120
	Column Comparisons									b	
Apr 2017	% within column	8%	8%	7%	9%	8%	8%	8%	9%	8%	7%
	Weighted counts	102	126	227	258	403	28	26	29	351	133
	Column Comparisons				a						
May 2017	% within column	7%	9%	8%	8%	8%	10%	7%	7%	8%	7%
	Weighted counts	93	137	256	224	407	35	24	24	348	140
	Column Comparisons										

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Month		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
	% within column	8%	9%	7%	0%	0%	0%	33%	8%	8%	8%	8%	8%	8%	8%	7%	9%
Jun 2017	Weighted counts	482	163	319	0	0	0	482	236	246	67	159	154	59	42	97	159
	Column Comparisons	-						A B C									
	% within column	26%	24%	26%	100%	0%	0%	0%	26%	26%	26%	26%	26%	26%	25%	25%	26%
NET: Q3 2016	Weighted counts	1,567	446	1,121	1,567	0	0	0	768	799	219	517	501	201	128	352	478
	Column Comparisons	-			B C D												
	% within column	27%	25%	27%	0%	100%	0%	0%	27%	27%	27%	27%	27%	27%	26%	26%	27%
NET: Q4 2016	Weighted counts	1,629	463	1,166	0	1,629	0	0	798	831	228	538	521	212	130	357	507
	Column Comparisons	-			A C D												
	% within column	24%	25%	24%	0%	0%	100%	0%	24%	24%	24%	24%	24%	24%	24%	26%	22%
NET: Q1 2017	Weighted counts	1,478	465	1,013	0	0	1,478	0	724	754	207	488	473	186	124	366	418
	Column Comparisons	-					A B D										
	% within column	24%	26%	23%	0%	0%	0%	100%	24%	24%	24%	24%	24%	23%	25%	23%	25%
NET: Q2 2017	Weighted counts	1,457	480	977	0	0	0	1,457	714	743	204	481	466	179	127	315	457
	Column Comparisons	-	b					A B C									
	% within column																
Effective Column n	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974	1,288
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389	1,860
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
Month		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
	<i>% within column</i>	9%	7%	8%	8%	8%	8%	8%	8%	9%	6%
Jun 2017	<i>Weighted counts</i>	116	111	257	220	400	30	27	26	366	115
	<i>Column Comparisons</i>									b	
	<i>% within column</i>	26%	26%	26%	25%	26%	25%	27%	25%	25%	26%
NET: Q3 2016	<i>Weighted counts</i>	324	413	840	716	1,301	90	92	84	1,068	497
	<i>Column Comparisons</i>										
	<i>% within column</i>	27%	27%	27%	26%	27%	26%	28%	26%	25%	31%
NET: Q4 2016	<i>Weighted counts</i>	336	429	868	754	1,352	94	95	88	1,049	579
	<i>Column Comparisons</i>										A
	<i>% within column</i>	23%	25%	24%	25%	24%	24%	23%	26%	25%	22%
NET: Q1 2017	<i>Weighted counts</i>	296	398	765	707	1,227	85	79	87	1,057	418
	<i>Column Comparisons</i>										
	<i>% within column</i>	25%	23%	23%	24%	24%	25%	22%	23%	25%	21%
NET: Q2 2017	<i>Weighted counts</i>	311	374	739	702	1,209	92	77	79	1,064	388
	<i>Column Comparisons</i>									b	
	<i>% within column</i>										
Effective Column n	<i>Weighted counts</i>	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	<i>Column Comparisons</i>										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
I receive letters and/or parcels	% within column	95%	98%	92%	95%	95%	93%	95%	94%	95%	93%	93%	96%	97%	97%	94%
	Weighted counts	5,802	2,573	3,229	1,490	1,542	1,381	1,390	2,828	2,974	798	1,879	1,875	759	491	1,301
	Column Comparisons	-	B										a b	a B	a b	
I send letters and/or parcels	% within column	87%	87%	87%	85%	88%	88%	86%	85%	89%	74%	86%	90%	91%	91%	90%
	Weighted counts	5,320	2,285	3,035	1,339	1,433	1,297	1,251	2,544	2,775	637	1,742	1,767	715	459	1,232
	Column Comparisons	-							A		A		A b	A b	A b	c D
Neither of the above	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.		Demographics										
		SEG			Working status		UK nation				Rurality	
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
I receive letters and/or parcels	% within column	95%	93%	95%	94%	96%	95%	96%	93%	96%	94%	95%
	Weighted counts	1,784	1,182	1,535	3,032	2,742	4,812	349	315	326	4,035	1,759
	Column Comparisons					a		c				
I send letters and/or parcels	% within column	88%	86%	84%	87%	87%	88%	83%	84%	79%	86%	88%
	Weighted counts	1,645	1,093	1,350	2,806	2,493	4,464	300	287	270	3,687	1,625
	Column Comparisons	d					b D		d			
Neither of the above	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column											
	Weighted counts	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons											
Unweighted base		1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
QB2: Gender	% within column	49%	49%	49%	49%	49%	49%	100%	0%	50%	48%	50%	48%	47%	53%	47%	
Male	Weighted counts	3,004	908	2,096	768	798	724	714	3,004	0	429	981	981	373	240	731	882
	Column Comparisons	-							B							b D	
	% within column	51%	51%	51%	51%	51%	51%	51%	0%	100%	50%	52%	50%	52%	53%	47%	53%
Female	Weighted counts	3,127	946	2,181	799	831	754	743	0	3,127	429	1,042	981	405	269	658	978
	Column Comparisons	-							A								a c
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column																
Effective Column n	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974	1,288
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389	1,860
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
QB2: Gender		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Male	% within column	55%	43%	55%	43%	49%	46%	45%	51%	51%	44%
	Weighted counts	691	700	1,763	1,225	2,510	165	156	173	2,169	832
	Column Comparisons	b D		B						B	
Female	% within column	45%	57%	45%	57%	51%	54%	55%	49%	49%	56%
	Weighted counts	576	914	1,450	1,655	2,579	196	187	165	2,068	1,050
	Column Comparisons		A C		A						A
Prefer not to say	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column										
	Weighted counts	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QB3: Age Range																
16-24 years	% within column	14%	14%	14%	14%	14%	14%	14%	14%	14%	100%	0%	0%	0%	0%	14%
	Weighted counts	858	260	599	219	228	207	204	429	429	858	0	0	0	0	197
	Column Comparisons	-									B C D E					
25-44 years	% within column	33%	33%	33%	33%	33%	33%	33%	33%	33%	0%	100%	0%	0%	0%	30%
	Weighted counts	2,023	612	1,411	517	538	488	481	981	1,042	0	2,023	0	0	0	421
	Column Comparisons	-									A C D E					
45-64 years	% within column	32%	32%	32%	32%	32%	32%	32%	33%	31%	0%	0%	100%	0%	0%	27%
	Weighted counts	1,962	593	1,369	501	521	473	466	981	981	0	0	1,962	0	0	374
	Column Comparisons	-									A B D E					
65-74 years	% within column	13%	13%	13%	13%	13%	13%	12%	12%	13%	0%	0%	0%	100%	0%	18%
	Weighted counts	779	235	544	201	212	186	179	373	405	0	0	0	779	0	245
	Column Comparisons	-									A B C E					C D
75+ years	% within column	8%	8%	8%	8%	8%	8%	9%	8%	9%	0%	0%	0%	0%	100%	11%
	Weighted counts	509	155	354	128	130	124	127	240	269	0	0	0	0	509	152
	Column Comparisons	-									A B C D					c D
Effective Column n	% within column															
	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974
Unweighted base	Column Comparisons															
		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QB3: Age Range		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
16-24 years	% within column	15%	15%	12%	13%	15%	15%	9%	8%	10%	16%	10%
	Weighted counts	282	187	192	424	423	765	31	29	33	657	196
	Column Comparisons						b c				B	
25-44 years	% within column	32%	33%	36%	48%	17%	32%	34%	33%	40%	36%	26%
	Weighted counts	604	413	586	1,529	485	1,653	123	114	134	1,530	492
	Column Comparisons			a	B						B	
45-64 years	% within column	29%	35%	38%	36%	27%	31%	38%	38%	38%	31%	34%
	Weighted counts	533	439	615	1,164	791	1,564	138	131	129	1,316	642
	Column Comparisons		A b	A B	B			a	a	a		
65-74 years	% within column	15%	10%	8%	3%	24%	13%	12%	14%	9%	11%	17%
	Weighted counts	275	130	129	81	693	660	42	47	30	459	319
	Column Comparisons	c D				A			d			A
75+ years	% within column	9%	8%	6%	0%	17%	9%	8%	6%	4%	6%	12%
	Weighted counts	167	98	91	15	487	447	27	21	13	274	234
	Column Comparisons	d				A	d	d				A
Effective Column n	% within column											
	Weighted counts	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons											
Unweighted base		1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB4: Occupation of main income earner														
High managerial, administrative or professional	% within column	5%	5%	4%	5%	4%	4%	6%	5%	4%	8%	5%	4%	3%
	Weighted counts	282	99	183	76	64	59	83	153	129	66	95	86	24
	Column Comparisons	-									b c d e			
Intermediate managerial, administrative or professional	% within column	13%	14%	12%	11%	12%	14%	13%	13%	12%	15%	16%	12%	8%
	Weighted counts	771	268	502	179	201	208	183	404	367	130	324	232	64
	Column Comparisons	-	b								c D E	c D E	d E	e
Supervisor; clerical; junior managerial, administrative or professional	% within column	22%	25%	21%	22%	24%	20%	21%	22%	22%	21%	29%	23%	12%
	Weighted counts	1,341	463	878	352	385	299	306	667	674	176	580	459	96
	Column Comparisons	-	b								D E	A c D E	D E	e
Skilled manual worker	% within column	17%	17%	17%	17%	17%	17%	18%	18%	16%	21%	20%	19%	7%
	Weighted counts	1,049	323	727	261	274	249	265	555	494	179	409	380	55
	Column Comparisons	-							b		D E	D E	D E	
Semi-skilled or unskilled manual worker	% within column	14%	13%	14%	14%	14%	15%	12%	13%	15%	14%	17%	17%	4%
	Weighted counts	842	250	592	221	224	226	171	382	460	121	334	334	33
	Column Comparisons	-									D E	D E	D E	
Housewife / househusband	% within column	3%	2%	3%	3%	2%	3%	3%	1%	5%	2%	4%	3%	1%
	Weighted counts	174	46	128	43	37	52	43	25	149	18	80	63	8
	Column Comparisons	-								A		d e	d	
Unemployed	% within column	6%	7%	6%	6%	6%	6%	7%	7%	6%	6%	8%	9%	0%
	Weighted counts	387	130	256	94	103	82	108	210	176	51	162	173	0
	Column Comparisons	-									D E	D E	a D E	
Student	% within column	2%	3%	2%	2%	2%	2%	3%	2%	2%	12%	1%	0%	0%
	Weighted counts	121	47	74	28	29	26	38	59	62	101	17	3	0
	Column Comparisons	-									B C D E	c d		
Retired	% within column	19%	12%	22%	20%	19%	19%	18%	18%	20%	2%	1%	12%	64%
	Weighted counts	1,165	229	936	314	313	278	260	548	616	15	22	232	500
	Column Comparisons	-		A									A B	A B C
Effective Column n														
	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614
	Column Comparisons													
Unweighted base														
		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882

Weight: Demographic & Geographic Weight; Unweighted base size = 6097

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Age	SEG			Working status		UK nation				Rurality			
		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QB4: Occupation of main income earner		% within column	2%	20%	0%	0%	0%	5%	4%	5%	4%	6%	5%	5%	4%
High managerial, administrative or professional	Weighted counts	11	282	0	0	0	176	101	232	14	19	17	205	77	
	Column Comparisons		B C D				b								
	% within column	4%	55%	0%	0%	0%	18%	6%	12%	15%	15%	14%	13%	11%	
Intermediate managerial, administrative or professional	Weighted counts	21	771	0	0	0	581	184	616	55	52	48	559	211	
	Column Comparisons		B C D				B								
	% within column	6%	0%	72%	0%	0%	33%	10%	20%	29%	26%	32%	23%	20%	
Supervisor; clerical; junior managerial, administrative or professional	Weighted counts	30	0	1,341	0	0	1,050	286	1,040	103	90	108	962	375	
	Column Comparisons			A C D			B			a		A	b		
	% within column	5%	0%	0%	83%	0%	23%	11%	17%	14%	16%	18%	17%	17%	
Skilled manual worker	Weighted counts	26	0	0	1,049	0	739	306	884	52	55	59	728	322	
	Column Comparisons				A B D		B								
	% within column	4%	0%	0%	0%	52%	19%	8%	14%	13%	11%	7%	14%	12%	
Semi-skilled or unskilled manual worker	Weighted counts	20	0	0	0	842	607	234	734	46	38	24	611	225	
	Column Comparisons					A B C	B		d	d	d		b		
	% within column	1%	0%	0%	0%	11%	0%	6%	3%	2%	3%	3%	3%	3%	
Housewife / househusband	Weighted counts	6	0	0	0	174	7	167	148	6	9	11	109	65	
	Column Comparisons					A B C		A							
	% within column	0%	0%	0%	0%	24%	0%	13%	6%	5%	7%	8%	7%	6%	
Unemployed	Weighted counts	1	0	0	0	387	11	371	317	19	25	26	281	106	
	Column Comparisons					A B C		A							
	% within column	0%	0%	6%	0%	0%	1%	3%	2%	1%	1%	1%	2%	1%	
Student	Weighted counts	0	0	121	0	0	21	99	106	5	5	5	106	15	
	Column Comparisons			A C D				A					B		
	% within column	78%	24%	21%	17%	13%	1%	39%	20%	17%	14%	12%	16%	26%	
Retired	Weighted counts	395	337	398	218	211	22	1,132	1,013	60	50	41	678	486	
	Column Comparisons	A B C D	C D	c D	d			A	d					A	
	% within column														
Effective Column n	Weighted counts	376	974	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465	
	Column Comparisons														

Weight: Demographic & Geographic Weight; Unweighted base size = 6097

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

Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB4: Occupation of main income earner													
Unweighted base	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882
Weighted base	6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Unweighted base size = 6097

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

	Demographics												
	Age	SEG				Working status			UK nation			Rurality	
	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB4: Occupation of main income earner													
Unweighted base	540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	509	1,389	1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns	E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
QB5: Occupation of retired main income earner															
High managerial, administrative or professional	% within column	6%	4%	7%	7%	6%	8%	4%	8%	5%	**	**	4%	7%	8%
	Weighted counts	74	10	64	23	18	22	11	42	32			8	35	31
	Column Comparisons	-													
Intermediate managerial, administrative or professional	% within column	23%	16%	24%	23%	24%	28%	15%	24%	21%	**	**	21%	24%	23%
	Weighted counts	262	35	227	74	74	77	38	132	131			48	122	89
	Column Comparisons	-		a	d	d	d								
Supervisor; clerical; junior managerial, administrative or professional	% within column	34%	26%	36%	32%	30%	33%	44%	28%	39%	**	**	31%	36%	35%
	Weighted counts	398	60	338	99	93	93	113	155	243			71	179	137
	Column Comparisons	-		a				a b		A					
Skilled manual worker	% within column	19%	27%	17%	20%	20%	17%	18%	25%	13%	**	**	26%	15%	18%
	Weighted counts	218	62	157	63	62	47	46	136	82			59	75	73
	Column Comparisons	-	b						B				d		
Semi-skilled or unskilled manual worker	% within column	14%	21%	12%	14%	16%	10%	15%	13%	14%	**	**	15%	15%	12%
	Weighted counts	161	48	113	44	51	27	38	72	88			35	74	47
	Column Comparisons	-	b												
Housewife / househusband	% within column	3%	5%	3%	3%	2%	3%	4%	1%	5%	**	**	2%	2%	4%
	Weighted counts	36	11	25	10	7	8	11	5	31			4	12	15
	Column Comparisons	-								A					
Unemployed	% within column	1%	1%	1%	0%	2%	2%	1%	1%	2%	**	**	3%	1%	1%
	Weighted counts	15	2	13	1	7	4	3	5	9			7	3	4
	Column Comparisons	-													
Student	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	**	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0			0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-			-	-	-
Effective Column n															
		Weighted counts	859	163	696	230	228	213	188	513	9	16	158	398	278
		Column Comparisons													
Unweighted base		1,212	230	982	324	322	301	265	723	489	13	22	223	562	392
Weighted base		1,165	229	936	314	313	278	260	548	616	15	22	232	500	395

Weight: Demographic & Geographic Weight; Unweighted base size = 1212; Base: All retired respondents; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB5: Occupation of retired main income earner	% within column	22%	0%	0%	0%	**	6%	6%	8%	12%	3%	6%	7%
High managerial, administrative or professional	Weighted counts	74	0	0	0		73	62	5	6	1	43	32
	Column Comparisons	B C D											
Intermediate managerial, administrative or professional	% within column	78%	0%	0%	0%	**	22%	22%	27%	20%	27%	21%	24%
	Weighted counts	262	0	0	0		254	225	16	10	11	146	117
	Column Comparisons	B C D											
Supervisor; clerical; junior managerial, administrative or professional	% within column	0%	100%	0%	0%	**	34%	35%	35%	25%	35%	34%	35%
	Weighted counts	0	398	0	0		387	351	21	12	14	230	168
	Column Comparisons		A C D										
Skilled manual worker	% within column	0%	0%	100%	0%	**	19%	19%	15%	17%	23%	19%	18%
	Weighted counts	0	0	218	0		214	192	9	9	10	130	88
	Column Comparisons			A B D									
Semi-skilled or unskilled manual worker	% within column	0%	0%	0%	76%	**	14%	14%	12%	20%	8%	14%	14%
	Weighted counts	0	0	0	161		156	140	7	10	3	94	66
	Column Comparisons				A B C								
Housewife / househusband	% within column	0%	0%	0%	17%	**	3%	3%	4%	5%	4%	4%	2%
	Weighted counts	0	0	0	36		34	29	2	2	2	26	10
	Column Comparisons				A B C								
Unemployed	% within column	0%	0%	0%	7%	**	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	0	0	0	15		14	14	1	0	0	9	6
	Column Comparisons				A B C								
Student	% within column	0%	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0		0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-		-	-	-	-	-	-	-
Effective Column n	% within column												
	Weighted counts	268	271	168	152	13	839	599	101	89	69	490	369
	Column Comparisons												
Unweighted base		378	382	237	215	19	1,184	845	143	126	98	691	520

Weight: Demographic & Geographic Weight; Unweighted base size = 1212; Base: All retired respondents; Cells with ** sample size that is smaller than 50.

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

Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
QB5: Occupation of retired main income earner														
Weighted base	1,165	229	936	314	313	278	260	548	616	15	22	232	500	395
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic & Geographic Weight; Unweighted base size = 1212; Base: All retired respondents; Cells with ** sample size that is smaller than 50.

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

	Demographics											
	SEG				Working status		UK nation				Rurality	
	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB5: Occupation of retired main income earner												
Weighted base	337	398	218	211	22	1,132	1,013	60	50	41	678	486
Columns	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 1212; Base: All retired respondents; Cells with ** sample size that is smaller than 50.

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QB4&5: SEG based on occupation of main income earner (including retirees)		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
A	% within column	6%	6%	6%	6%	5%	5%	6%	6%	5%	8%	5%	5%	8%	8%	26%	0%	0%
	Weighted counts	356	109	247	99	82	81	94	195	161	66	95	94	59	42	356	0	0
	Column Comparisons	-									b c			b c	b c	B C D		
B	% within column	17%	16%	17%	16%	17%	19%	15%	18%	16%	15%	16%	14%	24%	22%	74%	0%	0%
	Weighted counts	1,033	304	729	253	275	285	221	536	497	131	326	280	186	110	1,033	0	0
	Column Comparisons	-												A B C	a b C	B C D		
C1	% within column	30%	31%	30%	31%	31%	28%	31%	29%	31%	33%	30%	27%	35%	33%	0%	100%	0%
	Weighted counts	1,860	570	1,290	478	507	418	457	882	978	282	604	533	275	167	0	1,860	0
	Column Comparisons	-												c		A C D		
C2	% within column	21%	21%	21%	21%	21%	20%	21%	23%	18%	22%	20%	22%	17%	19%	0%	0%	100%
	Weighted counts	1,268	384	883	324	336	296	311	691	576	187	413	439	130	98	0	0	1,268
	Column Comparisons	-							B				d					A B D
D	% within column	16%	16%	16%	17%	17%	17%	14%	15%	18%	14%	17%	19%	14%	13%	0%	0%	0%
	Weighted counts	1,003	298	705	265	275	253	209	454	548	122	338	369	107	66	0	0	0
	Column Comparisons	-								a			d e					
E	% within column	10%	10%	10%	9%	9%	10%	11%	8%	12%	8%	12%	13%	3%	5%	0%	0%	0%
	Weighted counts	611	189	422	148	154	145	165	246	365	70	247	246	23	25	0	0	0
	Column Comparisons	-								A	D	a D E	a D E					
NET: AB	% within column	23%	22%	23%	22%	22%	25%	22%	24%	21%	23%	21%	19%	31%	30%	100%	0%	0%
	Weighted counts	1,389	413	976	352	357	366	315	731	658	197	421	374	245	152	1,389	0	0
	Column Comparisons	-							b					a B C	a B C	B C D		
NET: DE	% within column	26%	26%	26%	26%	26%	27%	26%	23%	29%	22%	29%	31%	17%	18%	0%	0%	0%
	Weighted counts	1,614	487	1,127	413	429	398	374	700	914	192	586	615	129	91	0	0	0
	Column Comparisons	-								A	d	a D E	A D E					
Effective Column n	% within column																	
	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974	1,288	879
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389	1,860	1,268
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QB4&5: SEG based on occupation of main income earner (including retirees)		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
	% within column	0%	6%	6%	6%	5%	7%	5%	6%
A	Weighted counts	0	177	175	294	19	25	18	247
	Column Comparisons								
	% within column	0%	18%	15%	17%	20%	18%	17%	17%
B	Weighted counts	0	590	437	841	71	62	59	704
	Column Comparisons		b						
	% within column	0%	33%	27%	29%	36%	31%	38%	30%
C1	Weighted counts	0	1,075	772	1,496	129	107	127	1,298
	Column Comparisons		B						
	% within column	0%	23%	18%	21%	17%	18%	20%	22%
C2	Weighted counts	0	743	520	1,075	60	63	69	858
	Column Comparisons		B						
	% within column	62%	19%	14%	17%	15%	14%	8%	17%
D	Weighted counts	1,003	610	391	875	53	48	27	705
	Column Comparisons	A B C	B		D	D	D		
	% within column	38%	1%	20%	10%	8%	11%	11%	10%
E	Weighted counts	611	18	585	508	28	37	38	425
	Column Comparisons	A B C		A					
	% within column	0%	24%	21%	22%	25%	25%	23%	22%
NET: AB	Weighted counts	0	767	612	1,135	91	86	77	952
	Column Comparisons		b						
	% within column	100%	20%	34%	27%	22%	25%	19%	27%
NET: DE	Weighted counts	1,614	628	976	1,382	81	85	65	1,130
	Column Comparisons	A B C		A	d		d		
	% within column								
Effective Column n	Weighted counts	1,106	2,171	2,056	2,674	546	521	506	2,776
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,614	3,213	2,879	5,089	362	342	338	4,237
Columns		D	A	B	A	B	C	D	A

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QB6: Region (including face-to-face respondents)		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
North East	% within column	9%	7%	9%	9%	9%	8%	8%	9%	8%	6%	10%	10%	7%	6%	6%
	Weighted counts	526	132	394	137	143	122	124	265	261	51	196	195	55	29	85
	Column Comparisons	-		a								a e	a e			
North West	% within column	9%	10%	9%	9%	9%	9%	9%	9%	9%	10%	8%	11%	9%	8%	9%
	Weighted counts	560	192	369	147	142	137	134	270	291	83	162	207	67	41	132
	Column Comparisons	-														
Yorkshire/Humberside	% within column	8%	7%	9%	9%	8%	8%	8%	9%	8%	8%	7%	9%	11%	8%	6%
	Weighted counts	512	136	375	143	128	124	117	264	248	68	141	176	84	43	89
	Column Comparisons	-														
East Midlands	% within column	8%	7%	9%	9%	8%	8%	8%	8%	8%	11%	8%	7%	8%	11%	6%
	Weighted counts	503	137	366	136	130	116	120	250	253	92	167	129	60	55	86
	Column Comparisons	-									c				c	
West Midlands	% within column	9%	8%	9%	9%	8%	9%	9%	9%	9%	12%	8%	8%	7%	8%	7%
	Weighted counts	535	150	385	147	132	127	130	257	278	101	170	165	58	41	99
	Column Comparisons	-														
East Anglia/East of England	% within column	9%	8%	10%	9%	9%	10%	10%	10%	9%	7%	8%	10%	12%	13%	10%
	Weighted counts	570	147	423	137	150	142	140	289	281	56	162	197	90	64	140
	Column Comparisons	-		a									a	a b	a b	
London/Greater London	% within column	12%	14%	11%	11%	12%	12%	13%	14%	10%	18%	15%	9%	8%	9%	18%
	Weighted counts	737	265	472	180	191	180	187	412	325	158	297	174	64	44	253
	Column Comparisons	-	b						B		C D E	C D e				B C D
South East	% within column	10%	12%	10%	10%	11%	11%	10%	9%	11%	9%	11%	9%	12%	15%	11%
	Weighted counts	636	220	415	156	181	157	141	285	350	81	216	171	90	77	157
	Column Comparisons	-	b												c	
South West	% within column	8%	9%	8%	8%	9%	8%	8%	7%	9%	9%	7%	8%	12%	10%	7%
	Weighted counts	511	159	352	118	154	122	116	219	292	74	142	149	92	53	95
	Column Comparisons	-								a				b c		
Highlands & Isles of Scotland	% within column	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	11	11	0	2	2	2	4	7	4	1	3	3	2	2	3
	Column Comparisons	-	B													
Rest of Scotland	% within column	6%	6%	6%	6%	6%	6%	6%	5%	6%	3%	6%	7%	5%	5%	6%
	Weighted counts	350	106	245	88	92	83	88	158	192	30	120	135	40	25	88
	Column Comparisons	-											a			

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QB6: Region (including face-to-face respondents)		% within column	8%	10%	10%	9%	8%	10%	0%	0%	0%	9%	7%
North East		Weighted counts	142	131	167	282	239	526	0	0	0	387	139
		Column Comparisons		a b	A b			B C D					
		% within column	9%	10%	8%	9%	9%	11%	0%	0%	0%	10%	7%
North West		Weighted counts	163	129	136	290	269	560	0	0	0	433	124
		Column Comparisons						B C D				B	
		% within column	8%	9%	9%	8%	9%	10%	0%	0%	0%	8%	9%
Yorkshire/Humberside		Weighted counts	150	120	152	246	262	512	0	0	0	351	160
		Column Comparisons		a	a			B C D					
		% within column	8%	10%	9%	7%	9%	10%	0%	0%	0%	7%	11%
East Midlands		Weighted counts	144	127	146	235	263	503	0	0	0	299	204
		Column Comparisons		a	a		a	B C D					A
		% within column	7%	9%	12%	8%	9%	11%	0%	0%	0%	10%	7%
West Midlands		Weighted counts	133	109	194	260	271	535	0	0	0	407	127
		Column Comparisons			A B c			B C D				b	
		% within column	8%	10%	9%	9%	9%	11%	0%	0%	0%	8%	13%
East Anglia/East of England		Weighted counts	156	123	151	301	267	570	0	0	0	323	246
		Column Comparisons						B C D					A
		% within column	13%	10%	8%	14%	9%	14%	0%	0%	0%	17%	1%
London/Greater London		Weighted counts	234	121	129	466	263	737	0	0	0	711	24
		Column Comparisons	c D			B		B C D				B	
		% within column	11%	9%	10%	10%	11%	12%	0%	0%	0%	10%	11%
South East		Weighted counts	199	112	167	317	315	636	0	0	0	429	205
		Column Comparisons						B C D					
		% within column	9%	8%	9%	7%	10%	10%	0%	0%	0%	7%	11%
South West		Weighted counts	176	102	139	215	294	511	0	0	0	304	205
		Column Comparisons					A	B C D					A
		% within column	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%
Highlands & Isles of Scotland		Weighted counts	3	3	3	8	3	0	11	0	0	4	7
		Column Comparisons							A C D				a
		% within column	7%	5%	5%	6%	5%	0%	97%	0%	0%	5%	6%
Rest of Scotland		Weighted counts	126	58	79	203	146	0	350	0	0	232	118
		Column Comparisons							A C D				

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QB6: Region (including face-to-face respondents)		6%	5%	6%	6%	6%	5%	5%	5%	6%	3%	6%	7%	6%	4%	6%
Wales		342	97	245	92	95	79	77	156	187	29	114	131	47	21	86
Column Comparisons		-											a			
Northern Ireland		6%	5%	6%	5%	5%	6%	5%	6%	5%	4%	7%	7%	4%	3%	6%
Weighted counts		338	101	237	84	88	87	79	173	165	33	134	129	30	13	77
Column Comparisons		-									a d e	a d e				
NET: England		83%	83%	83%	83%	83%	83%	83%	84%	82%	89%	82%	80%	85%	88%	82%
Weighted counts		5,089	1,539	3,550	1,301	1,352	1,227	1,209	2,510	2,579	765	1,653	1,564	660	447	1,135
Column Comparisons		-									B C			c	b C	
NET: Scotland		6%	6%	6%	6%	6%	6%	6%	6%	6%	4%	6%	7%	5%	5%	7%
Weighted counts		362	117	245	90	94	85	92	165	196	31	123	138	42	27	91
Column Comparisons		-											a			
Effective Column n		4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB6: Region (including face-to-face respondents)	% within column	6%	5%	5%	6%	6%	0%	0%	100%	0%	4%	8%
Wales	Weighted counts	107	63	85	182	159	0	0	342	0	182	160
	Column Comparisons								A B D			A
	% within column	7%	5%	4%	7%	4%	0%	0%	0%	100%	4%	9%
Northern Ireland	Weighted counts	127	69	65	209	129	0	0	0	338	174	164
	Column Comparisons	d			b					A B C		A
	% within column	80%	85%	86%	81%	85%	100%	0%	0%	0%	86%	76%
NET: England	Weighted counts	1,496	1,075	1,382	2,611	2,442	5,089	0	0	0	3,644	1,433
	Column Comparisons		b	a b		a	B C D				B	
	% within column	7%	5%	5%	7%	5%	0%	100%	0%	0%	6%	7%
NET: Scotland	Weighted counts	129	60	81	211	149	0	362	0	0	237	125
	Column Comparisons							A C D				
	% within column											
Effective Column n	Weighted counts	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons											
Unweighted base		1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 4 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QB6B: Town/city size		% within column	22%	**	22%	25%	23%	20%	20%	23%	21%	29%	27%	18%	15%
City (population: more than 500,000)		Weighted counts	941		941	275	266	200	200	476	466	172	386	249	81
		Column Comparisons	-		-							C D E	C D E		
Large town (population: 100,000 – 500,000)		% within column	20%	**	20%	19%	19%	21%	23%	23%	18%	23%	23%	20%	17%
		Weighted counts	874		874	215	220	211	227	479	395	138	322	280	90
		Column Comparisons	-		-					b		e	d e	e	
Medium town (population: 15,000 – 99,999)		% within column	25%	**	25%	25%	25%	25%	24%	26%	23%	23%	25%	25%	26%
		Weighted counts	1,053		1,053	277	288	251	237	553	500	140	347	348	139
		Column Comparisons	-		-					b					
Small town (population: 2,000 – 14,999)		% within column	19%	**	19%	18%	20%	21%	18%	16%	23%	14%	17%	21%	23%
		Weighted counts	823		823	206	230	216	172	328	495	84	241	286	124
		Column Comparisons	-		-						A			a	a b
Rural area (population: less than 2,000)		% within column	13%	**	13%	13%	13%	13%	14%	12%	14%	9%	8%	14%	20%
		Weighted counts	564		564	146	152	132	134	253	311	54	112	198	109
		Column Comparisons	-		-									a B	A B c
Prefer not to say		% within column	1%	**	1%	0%	1%	0%	1%	0%	1%	2%	0%	1%	0%
		Weighted counts	22		22	3	10	3	6	7	15	10	3	7	1
		Column Comparisons	-		-							b			
NET: Urban		% within column	67%	**	67%	68%	66%	65%	68%	72%	62%	75%	75%	64%	57%
		Weighted counts	2,868		2,868	767	774	662	665	1,508	1,361	450	1,055	877	310
		Column Comparisons	-		-					B		C D E	C D E	d E	
NET: Rural		% within column	32%	**	32%	31%	33%	34%	31%	28%	37%	23%	25%	35%	43%
		Weighted counts	1,387		1,387	351	382	347	306	581	806	138	353	485	233
		Column Comparisons	-		-						A			A B	A B c
Effective Column n		% within column													
		Weighted counts	2,833	1	2,832	738	772	674	650	1,384	1,448	362	871	939	417
		Column Comparisons													
Unweighted base			4,252	1	4,251	1,107	1,159	1,011	975	2,078	2,174	543	1,308	1,409	626
Weighted base			4,277	0	4,277	1,121	1,166	1,013	977	2,096	2,181	599	1,411	1,369	544
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Unweighted base size = 4252; Base: All online respondents; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB6B: Town/city size	% within column	15%	24%	24%	17%	21%	25%	18%	23%	27%	11%	17%	33%	0%
City (population: more than 500,000)	Weighted counts	54	239	315	154	234	562	367	807	67	27	41	941	0
	Column Comparisons		c	c			B		C	C D		c	B	
	% within column	12%	20%	18%	23%	21%	22%	19%	21%	14%	17%	16%	30%	0%
Large town (population: 100,000 – 500,000)	Weighted counts	43	197	235	202	239	494	377	757	35	43	38	874	0
	Column Comparisons						b						B	
	% within column	22%	23%	25%	25%	26%	25%	24%	25%	24%	22%	25%	37%	0%
Medium town (population: 15,000 – 99,999)	Weighted counts	78	220	324	218	291	567	481	881	59	55	59	1,053	0
	Column Comparisons												B	
	% within column	25%	17%	18%	21%	21%	17%	22%	18%	23%	27%	22%	0%	59%
Small town (population: 2,000 – 14,999)	Weighted counts	87	165	232	188	238	372	443	648	57	67	51	0	823
	Column Comparisons	a b						A			a			A
	% within column	26%	16%	14%	13%	10%	10%	17%	12%	11%	22%	20%	0%	41%
Rural area (population: less than 2,000)	Weighted counts	91	152	180	118	114	228	334	436	26	54	48	0	564
	Column Comparisons	A B C	d					A			A B	a B		A
	% within column	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%
Prefer not to say	Weighted counts	1	2	5	3	12	4	15	21	0	0	0	7	4
	Column Comparisons							a						
	% within column	50%	67%	68%	65%	68%	73%	61%	69%	66%	51%	58%	100%	0%
NET: Urban	Weighted counts	175	657	874	574	763	1,623	1,225	2,445	162	124	138	2,868	0
	Column Comparisons						B		C d	C d		c	B	
	% within column	50%	33%	32%	35%	31%	27%	39%	31%	34%	49%	42%	0%	100%
NET: Rural	Weighted counts	178	318	412	306	352	600	777	1,084	83	121	99	0	1,387
	Column Comparisons	A B C						A			A B d	a b		A
	% within column													
Effective Column n	Weighted counts	244	684	871	567	710	1,442	1,375	1,746	370	365	351	1,805	1,023
	Column Comparisons													
Unweighted base		366	1,027	1,308	851	1,066	2,165	2,064	2,621	556	548	527	2,709	1,535
Weighted base		354	976	1,291	883	1,127	2,227	2,017	3,550	245	245	237	2,875	1,391
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 4252; Base: All online respondents; Cells with ** sample size that is smaller than 50.

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QB7: Inability to leave home without help, due to illness or disability		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Yes – I am housebound	% within column	5%	2%	7%	7%	5%	4%	5%	6%	5%	6%	7%	5%	1%	5%	4%
	Weighted counts	318	32	286	106	76	64	72	169	149	54	143	90	9	23	62
	Column Comparisons	-		A							D	c D	D		d	
No – I am not housebound	% within column	95%	98%	93%	93%	95%	96%	95%	94%	95%	94%	93%	95%	99%	95%	96%
	Weighted counts	5,813	1,822	3,991	1,461	1,553	1,414	1,385	2,835	2,978	805	1,881	1,872	770	486	1,327
	Column Comparisons	-	B									b	A B C e		D	
I prefer not to answer	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column															
	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376	974
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics											
SEG			Working status		UK nation				Rurality		
			Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QB7: Inability to leave home without help, due to illness or disability											
Yes – I am housebound	<i>% within column</i>	3%	4%	8%	4%	7%	5%	4%	4%	5%	5%
	<i>Weighted counts</i>	64	56	136	127	190	279	13	12	13	227
	<i>Column Comparisons</i>			A B C		A					
No – I am not housebound	<i>% within column</i>	97%	96%	92%	96%	93%	95%	96%	96%	95%	95%
	<i>Weighted counts</i>	1,797	1,211	1,478	3,086	2,689	4,810	348	330	325	4,010
	<i>Column Comparisons</i>	D	D		B						
I prefer not to answer	<i>% within column</i>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	<i>Weighted counts</i>	0	0	0	0	0	0	0	0	0	0
	<i>Column Comparisons</i>	-	-	-	-	-	-	-	-	-	-
Effective Column n	<i>% within column</i>										
	<i>Weighted counts</i>	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776
	<i>Column Comparisons</i>										
Unweighted base		1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237
Columns		B	C	D	A	B	A	B	C	D	A

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Section C: Attitudes & Preferences

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC1_1: Which types of communication would you be happy to receive from... Your bank/ building society		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	59%	52%	65%	61%	59%	61%	55%	56%	62%	52%	54%	63%	66%	67%	56%	57%
	Weighted counts	2,754	1,036	1,718	956	963	302	533	1,273	1,481	343	826	937	394	255	572	828
	Column Comparisons	-		A						A			A B	A B	A B		
Email/ online portal	% within column	51%	37%	62%	50%	50%	62%	52%	55%	48%	54%	55%	54%	44%	32%	61%	54%
	Weighted counts	2,393	736	1,658	776	808	309	500	1,251	1,143	353	853	799	266	122	630	785
	Column Comparisons	-		A			A B d		B		d E	D E	D E	e		b C D	C D
Phone call	% within column	25%	23%	27%	24%	26%	24%	27%	26%	25%	28%	28%	22%	24%	25%	26%	23%
	Weighted counts	1,181	458	723	377	422	119	261	590	590	184	436	320	147	95	267	332
	Column Comparisons	-		a							c	c					
Text message	% within column	18%	9%	24%	18%	16%	21%	19%	19%	17%	28%	22%	16%	8%	4%	18%	19%
	Weighted counts	821	189	633	276	260	103	182	426	395	183	337	235	50	16	186	267
	Column Comparisons	-		A							b C D E	C D E	D E	e			
Other	% within column	3%	4%	2%	2%	2%	2%	4%	3%	3%	2%	2%	3%	2%	5%	1%	2%
	Weighted counts	120	80	40	30	39	11	40	60	60	10	28	50	11	21	15	34
	Column Comparisons	-	B				a								a b d		
No preference	% within column	4%	2%	5%	3%	4%	4%	4%	4%	3%	1%	3%	5%	5%	2%	3%	3%
	Weighted counts	168	42	126	50	64	18	36	95	73	9	53	71	28	7	27	48
	Column Comparisons	-		A									a	a			
Don't know	% within column	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
	Weighted counts	18	1	17	9	6	1	2	10	7	3	5	7	0	2	2	5
	Column Comparisons	-		a													
Effective Column n	% within column																
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748	1,016
Unweighted base	% within column																
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048	1,424
Weighted base	% within column																
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029	1,443
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
QC1_1: Which types of communication would you be happy to receive from... Your bank/ building society		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Post	% within column	61%	63%	56%	62%	59%	60%	65%	61%	59%	60%
	Weighted counts	593	761	1,385	1,361	2,264	163	169	157	1,874	877
	Column Comparisons		a		a						
Email/ online portal	% within column	46%	44%	57%	46%	51%	54%	53%	49%	53%	49%
	Weighted counts	448	530	1,389	997	1,981	149	138	126	1,685	708
	Column Comparisons			B						b	
Phone call	% within column	26%	27%	25%	25%	26%	20%	26%	26%	26%	24%
	Weighted counts	257	325	623	555	991	56	68	66	832	345
	Column Comparisons										
Text message	% within column	16%	17%	21%	14%	17%	18%	18%	21%	19%	15%
	Weighted counts	157	211	508	311	670	50	47	54	599	222
	Column Comparisons			B						b	
Other	% within column	3%	3%	2%	3%	3%	2%	4%	1%	3%	2%
	Weighted counts	30	41	52	68	102	5	9	3	90	30
	Column Comparisons										
No preference	% within column	5%	4%	4%	4%	4%	3%	2%	5%	3%	5%
	Weighted counts	45	47	87	78	144	8	4	12	100	68
	Column Comparisons								c		a
Don't know	% within column	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	7	5	9	7	15	1	0	2	11	5
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons										
Unweighted base		954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC1_2: Which types of communication would you be happy to receive from... Your gas/ electricity provider		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Post	% within column	55%	47%	61%	55%	55%	57%	53%	51%	58%	50%	52%	58%	58%	59%	50%
	Weighted counts	2,557	942	1,615	864	894	284	514	1,174	1,383	328	800	858	346	225	510
	Column Comparisons	-		A						A			a b			
Email/ online portal	% within column	56%	39%	69%	56%	56%	64%	52%	58%	54%	50%	57%	61%	55%	43%	65%
	Weighted counts	2,612	787	1,825	880	910	319	502	1,331	1,281	332	877	910	331	162	668
	Column Comparisons	-		A			a b D		b			a E	A d E	e		b C D
Phone call	% within column	21%	22%	21%	20%	23%	18%	24%	22%	21%	23%	23%	19%	20%	22%	19%
	Weighted counts	997	443	554	308	371	88	230	494	503	152	356	289	117	83	193
	Column Comparisons	-														
Text message	% within column	13%	7%	16%	12%	12%	15%	14%	13%	12%	15%	17%	12%	6%	3%	13%
	Weighted counts	584	149	435	189	190	73	132	297	287	101	259	174	39	11	130
	Column Comparisons	-		A							D E	C D E	d E	e		
Other	% within column	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	2%	1%
	Weighted counts	29	18	10	8	11	0	9	15	14	4	10	6	1	8	6
	Column Comparisons	-													c d	
No preference	% within column	5%	5%	5%	4%	4%	6%	5%	5%	4%	5%	4%	4%	6%	3%	3%
	Weighted counts	214	91	122	70	67	27	49	116	98	36	66	64	37	11	32
	Column Comparisons	-														
Don't know	% within column	2%	2%	1%	2%	1%	1%	1%	2%	1%	7%	1%	1%	0%	0%	1%
	Weighted counts	72	38	34	31	23	5	13	47	25	43	14	14	1	1	13
	Column Comparisons	-							b		B C D E					
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base	Column Comparisons															
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base	Column Comparisons															
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC1_2: Which types of communication would you be happy to receive from... Your gas/ electricity provider		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Post	% within column	52%	57%	61%	52%	58%	54%	58%	58%	55%	55%	55%
	Weighted counts	752	558	737	1,287	1,263	2,104	160	151	142	1,749	804
	Column Comparisons		a	A B		a						
Email/ online portal	% within column	58%	52%	49%	60%	52%	56%	59%	58%	49%	56%	56%
	Weighted counts	843	506	595	1,467	1,136	2,175	162	151	125	1,790	822
	Column Comparisons	c D			B			d	d			
Phone call	% within column	19%	24%	25%	21%	22%	22%	16%	25%	16%	22%	20%
	Weighted counts	274	232	298	504	491	846	44	65	41	702	292
	Column Comparisons		a b	a b					b d			
Text message	% within column	12%	13%	13%	15%	10%	12%	14%	15%	17%	13%	12%
	Weighted counts	170	128	157	359	224	463	39	38	44	409	175
	Column Comparisons				B							
Other	% within column	0%	0%	1%	0%	1%	1%	0%	2%	0%	1%	1%
	Weighted counts	6	2	15	11	17	22	1	5	1	21	8
	Column Comparisons											
No preference	% within column	4%	6%	5%	5%	5%	5%	3%	3%	7%	4%	5%
	Weighted counts	65	56	62	114	100	179	8	9	18	136	78
	Column Comparisons									b c		
Don't know	% within column	3%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%
	Weighted counts	39	7	13	35	33	64	2	3	3	47	23
	Column Comparisons	c d										
Effective Column n	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC1_3: Which types of communication would you be happy to receive from... Your local council or tax office		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Post	% within column	63%	53%	70%	63%	62%	66%	62%	60%	66%	56%	59%	66%	69%	72%	61%
	Weighted counts	2,933	1,072	1,861	988	1,017	330	598	1,365	1,568	367	903	978	412	274	625
	Column Comparisons	-		A						A			A B	A B	A B	
Email/ online portal	% within column	43%	32%	51%	43%	42%	50%	41%	46%	40%	43%	48%	45%	35%	26%	51%
	Weighted counts	2,000	639	1,361	670	689	249	393	1,048	952	279	734	675	212	100	522
	Column Comparisons	-		A			a b d		B		d E	D E	D E	e		b C D
Phone call	% within column	23%	24%	22%	21%	25%	20%	24%	24%	22%	21%	25%	22%	20%	24%	20%
	Weighted counts	1,060	478	581	329	401	99	232	540	520	135	388	324	123	90	201
	Column Comparisons	-														
Text message	% within column	9%	5%	13%	9%	9%	10%	11%	10%	9%	12%	13%	9%	5%	3%	9%
	Weighted counts	438	104	334	138	143	49	107	225	212	76	193	128	30	10	96
	Column Comparisons	-		A							D E	c D E	d E			
Other	% within column	1%	1%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	2%	1%
	Weighted counts	39	23	15	8	12	0	18	24	15	5	11	10	5	8	9
	Column Comparisons	-						a c								
No preference	% within column	5%	4%	5%	5%	4%	4%	4%	5%	4%	4%	4%	5%	6%	3%	3%
	Weighted counts	212	74	138	75	73	21	43	119	94	27	63	72	39	11	30
	Column Comparisons	-		a												
Don't know	% within column	2%	2%	1%	2%	2%	1%	1%	2%	2%	9%	1%	1%	0%	1%	1%
	Weighted counts	86	46	39	35	31	7	13	44	42	58	14	11	1	2	14
	Column Comparisons	-									B C D E					
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base	Column Comparisons															
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base	Column Comparisons															
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC1_3: Which types of communication would you be happy to receive from... Your local council or tax office		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Post	% within column	62%	64%	65%	61%	66%	62%	68%	65%	65%	63%	63%
	Weighted counts	900	624	783	1,488	1,436	2,411	186	168	168	2,006	923
	Column Comparisons					a						
Email/ online portal	% within column	46%	37%	38%	48%	38%	43%	43%	47%	36%	44%	42%
	Weighted counts	657	362	459	1,173	821	1,666	118	123	94	1,395	605
	Column Comparisons	C D			B				d			
Phone call	% within column	21%	25%	26%	22%	24%	23%	21%	26%	17%	24%	21%
	Weighted counts	300	246	312	539	518	891	57	69	43	757	300
	Column Comparisons		a b	a b					d		b	
Text message	% within column	9%	10%	9%	11%	7%	9%	9%	11%	10%	10%	8%
	Weighted counts	136	95	111	273	160	357	25	30	26	318	120
	Column Comparisons				B							
Other	% within column	1%	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%
	Weighted counts	10	10	10	19	19	28	3	6	1	29	10
	Column Comparisons											
No preference	% within column	5%	6%	5%	4%	5%	5%	4%	3%	7%	4%	5%
	Weighted counts	67	56	60	109	102	176	10	8	19	133	80
	Column Comparisons									b c		
Don't know	% within column	3%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%
	Weighted counts	40	9	23	34	50	76	2	3	5	58	26
	Column Comparisons											
Effective Column n	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC1_4: Which types of communication would you be happy to receive from... Your GP/medical or healthcare professional		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Post	% within column	50%	43%	55%	50%	52%	52%	46%	48%	53%	46%	50%	53%	49%	49%	47%
	Weighted counts	2,341	869	1,471	777	855	261	447	1,090	1,251	302	769	791	294	184	480
	Column Comparisons	-		A						a						
Email/ online portal	% within column	34%	21%	44%	32%	34%	43%	35%	35%	34%	40%	35%	36%	32%	20%	43%
	Weighted counts	1,602	423	1,180	504	546	214	338	802	800	262	536	537	190	78	443
	Column Comparisons	-		A			A b d				d E	E	E	e		b C D
Phone call	% within column	59%	54%	63%	59%	61%	59%	57%	57%	61%	55%	58%	59%	62%	65%	55%
	Weighted counts	2,762	1,088	1,674	921	990	295	556	1,306	1,456	362	900	879	375	246	567
	Column Comparisons	-		A						a						
Text message	% within column	26%	15%	34%	26%	25%	31%	26%	24%	27%	40%	28%	25%	17%	10%	27%
	Weighted counts	1,205	305	901	402	403	152	248	553	652	260	430	374	104	37	280
	Column Comparisons	-		A						a	B C D E	D E	D E	e		
Other	% within column	2%	2%	1%	2%	1%	2%	3%	2%	2%	1%	1%	2%	2%	4%	2%
	Weighted counts	83	48	35	25	18	10	29	46	37	4	20	35	11	14	21
	Column Comparisons	-	b				b						a		a b	
No preference	% within column	5%	2%	6%	5%	5%	4%	5%	6%	4%	2%	4%	6%	6%	5%	4%
	Weighted counts	219	50	169	73	76	20	49	128	91	13	64	88	35	18	41
	Column Comparisons	-		A					b				a	a		
Don't know	% within column	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	20	5	14	8	5	2	4	13	7	8	6	4	0	1	1
	Column Comparisons	-														
Effective Column n		3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC1_4: Which types of communication would you be happy to receive from... Your GP/medical or healthcare professional		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Post	% within column	51%	50%	53%	50%	51%	50%	54%	55%	50%	50%	51%
	Weighted counts	733	485	643	1,221	1,115	1,921	147	143	129	1,593	745
	Column Comparisons											
Email/ online portal	% within column	36%	30%	29%	36%	32%	35%	32%	35%	29%	34%	34%
	Weighted counts	514	294	351	894	703	1,347	88	92	76	1,099	503
	Column Comparisons	c d			b							
Phone call	% within column	60%	60%	61%	58%	61%	59%	59%	63%	57%	60%	58%
	Weighted counts	868	582	746	1,414	1,335	2,291	160	165	146	1,919	840
	Column Comparisons											
Text message	% within column	26%	24%	26%	28%	23%	26%	22%	26%	26%	27%	23%
	Weighted counts	378	237	310	692	507	1,008	61	69	67	868	338
	Column Comparisons				B						b	
Other	% within column	1%	2%	2%	2%	2%	2%	1%	3%	1%	2%	2%
	Weighted counts	16	23	22	42	42	69	4	7	4	60	22
	Column Comparisons											
No preference	% within column	4%	6%	5%	5%	5%	5%	4%	3%	5%	4%	6%
	Weighted counts	63	54	60	112	107	186	11	8	14	138	81
	Column Comparisons											
Don't know	% within column	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	Weighted counts	8	4	6	13	5	15	3	1	1	9	9
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons											
	Weighted counts	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	Column Comparisons											
	Weighted counts	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC1_5: Which types of communication would you be happy to receive from... Organisations you have a membership with		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	42%	37%	46%	44%	43%	42%	36%	40%	44%	37%	41%	43%	46%	42%	40%	39%
	Weighted counts	1,959	742	1,217	697	705	208	350	918	1,042	243	635	643	277	160	413	566
	Column Comparisons	-		A	d	d				a							
Email/ online portal	% within column	53%	39%	64%	52%	51%	60%	56%	56%	51%	63%	56%	55%	45%	34%	66%	58%
	Weighted counts	2,488	790	1,698	820	831	299	539	1,285	1,203	412	866	810	268	130	675	842
	Column Comparisons	-		A			a b		b		b c D E	D E	D E	e		b C D	C D
Phone call	% within column	19%	21%	18%	17%	22%	17%	20%	21%	18%	20%	21%	18%	18%	21%	19%	19%
	Weighted counts	909	429	480	266	362	87	194	490	419	129	320	271	107	81	190	268
	Column Comparisons	-	b			a			b								
Text message	% within column	17%	10%	22%	15%	17%	21%	17%	18%	16%	26%	21%	15%	8%	4%	17%	17%
	Weighted counts	780	206	574	233	274	104	169	407	372	171	316	226	49	16	177	239
	Column Comparisons	-		A			a				b C D E	c D E	D E	e			
Other	% within column	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%	0%	0%	1%	2%	1%	1%
	Weighted counts	26	13	13	6	8	4	8	13	13	3	7	7	3	6	6	8
	Column Comparisons	-															
No preference	% within column	8%	6%	10%	8%	8%	10%	8%	9%	8%	3%	7%	10%	11%	11%	7%	8%
	Weighted counts	383	129	254	121	130	50	82	195	187	19	108	152	63	41	69	109
	Column Comparisons	-		A								a	A b	A b	A		
Don't know	% within column	6%	6%	6%	7%	5%	7%	5%	5%	7%	4%	3%	7%	8%	13%	3%	6%
	Weighted counts	279	125	154	104	88	37	50	105	174	24	50	108	49	48	32	85
	Column Comparisons	-								A			a B	a B	A B c d		a
Effective Column n	% within column																
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748	1,016
Unweighted base	Column Comparisons																
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048	1,424
Weighted base	Column Comparisons																
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029	1,443
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QC1_5: Which types of communication would you be happy to receive from... Organisations you have a membership with		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	N. Ireland	Urban	Rural
Post	% within column	43%	46%	40%	44%	42%	44%	46%	40%	42%
	Weighted counts	422	558	991	967	1,616	122	119	103	616
	Column Comparisons		b		a					
Email/ online portal	% within column	47%	42%	58%	48%	53%	57%	54%	52%	52%
	Weighted counts	463	508	1,426	1,048	2,058	156	139	134	755
	Column Comparisons	d		B						
Phone call	% within column	21%	20%	20%	20%	20%	14%	21%	14%	18%
	Weighted counts	205	246	479	429	780	38	55	35	260
	Column Comparisons							b d		
Text message	% within column	17%	16%	20%	13%	16%	17%	16%	22%	18%
	Weighted counts	165	199	493	286	635	46	43	56	206
	Column Comparisons			B					b	
Other	% within column	0%	1%	0%	1%	1%	1%	1%	0%	1%
	Weighted counts	5	8	11	15	21	2	2	1	8
	Column Comparisons									
No preference	% within column	11%	8%	8%	9%	8%	7%	7%	11%	8%
	Weighted counts	104	101	187	194	319	18	17	28	135
	Column Comparisons								b c	
Don't know	% within column	5%	10%	4%	8%	6%	8%	7%	6%	7%
	Weighted counts	47	116	97	178	224	21	18	16	98
	Column Comparisons		A b C		A					
Effective Column n	% within column									
	Weighted counts	681	856	1,697	1,591	2,079	424	407	390	1,161
Unweighted base	Column Comparisons									
	Weighted counts	954	1,200	2,378	2,230	2,914	595	571	546	2,993
Weighted base	Column Comparisons									
	Weighted counts	975	1,214	2,452	2,190	3,869	273	260	258	3,197
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QC2_1: Type of communication would you most like to receive from... Your bank/ building society		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	48%	46%	49%	44%	51%	50%	48%	46%	50%	50%	40%	49%	61%	61%	47%	46%
	Weighted counts	858	181	677	269	308	110	172	413	445	133	242	295	124	65	200	243
	Column Comparisons	-									b		b	B c	b		
Phone call	% within column	6%	7%	5%	5%	6%	7%	8%	7%	5%	5%	6%	5%	6%	12%	6%	4%
	Weighted counts	105	29	76	28	35	15	27	60	46	13	37	30	12	13	24	24
	Column Comparisons	-															
Text message	% within column	7%	12%	5%	8%	7%	4%	7%	7%	7%	7%	10%	7%	0%	0%	6%	8%
	Weighted counts	123	46	76	48	39	10	26	59	64	20	62	41	0	0	24	44
	Column Comparisons	-	B								D e	D e	D e				
Email/ online portal	% within column	38%	31%	40%	42%	35%	39%	36%	39%	37%	37%	42%	38%	33%	27%	42%	41%
	Weighted counts	678	122	556	257	209	85	127	350	328	99	253	230	68	29	179	218
	Column Comparisons	-		a													
Other	% within column	1%	3%	0%	1%	2%	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%
	Weighted counts	17	13	4	5	9	0	2	9	8	2	6	9	0	0	1	4
	Column Comparisons	-	B														
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	1,418	174	1,243	478	486	164	290	708	710	197	446	489	195	91	347	442
Unweighted base	% within column																
	Weighted counts	1,967	242	1,725	663	674	227	403	982	985	273	619	679	270	126	481	613
Weighted base	% within column																
	Weighted counts	1,781	391	1,390	606	601	220	354	891	891	266	600	605	204	106	428	534
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1967; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC2_1: Type of communication would you most like to receive from... Your bank/ building society		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Post	% within column	50%	51%	43%	54%	49%	45%	48%	44%	47%	52%
	Weighted counts	184	231	426	430	715	43	54	45	594	264
	Column Comparisons			A							
Phone call	% within column	7%	7%	6%	6%	6%	5%	6%	5%	6%	5%
	Weighted counts	25	32	55	50	88	5	6	6	80	23
	Column Comparisons										
Text message	% within column	6%	7%	9%	4%	7%	7%	5%	8%	8%	4%
	Weighted counts	21	33	92	31	102	7	6	8	102	21
	Column Comparisons			B						b	
Email/ online portal	% within column	36%	33%	41%	35%	37%	42%	40%	42%	38%	39%
	Weighted counts	132	149	404	273	549	40	46	43	482	197
	Column Comparisons			b							
Other	% within column	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	5	7	11	6	15	1	1	0	13	4
	Column Comparisons										
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column										
	Weighted counts	277	352	760	654	881	171	197	169	945	472
	Column Comparisons										
Unweighted base		385	488	1,055	908	1,223	237	273	234	1,311	655
Weighted base		367	452	988	789	1,469	96	113	103	1,270	509
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1967; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Email/ online portal	% within column	48%	45%	49%	50%	45%	53%	47%	52%	44%	38%	47%	53%	47%	54%	48%	56%
	Weighted counts	810	160	649	285	265	110	150	429	381	90	262	305	98	55	178	277
	Column Comparisons	-							b				a				D
Post	% within column	44%	45%	44%	44%	48%	39%	42%	41%	48%	47%	43%	43%	50%	40%	43%	40%
	Weighted counts	750	159	591	252	282	79	136	340	410	111	240	252	106	41	160	201
	Column Comparisons	-								a							
Phone call	% within column	4%	5%	4%	2%	4%	4%	7%	4%	4%	8%	4%	2%	2%	6%	6%	2%
	Weighted counts	65	19	47	14	22	8	22	34	31	19	24	11	5	6	21	9
	Column Comparisons	-						a			C					b	
Text message	% within column	4%	5%	3%	3%	4%	4%	4%	3%	4%	7%	6%	2%	1%	0%	4%	2%
	Weighted counts	62	16	46	16	23	9	14	26	36	16	32	13	2	0	14	12
	Column Comparisons	-									c d e	c d e					
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	1,366	166	1,200	455	484	158	269	656	710	174	435	472	194	91	308	421
	Column Comparisons																
Unweighted base		1,867	227	1,640	622	661	216	368	897	970	238	595	645	265	124	421	576
Weighted base		1,687	354	1,333	568	592	205	322	829	858	236	558	581	211	102	373	499
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1867; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider		Demographics								
		SEG		Working status		UK nation			Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
		47%	41%	50%	46%	48%	53%	50%	43%	48%
Email/ online portal		165	189	454	355	667	50	56	37	552
		46%	49%	42%	47%	45%	43%	41%	47%	44%
Post		159	230	388	361	624	40	46	41	502
		3%	5%	3%	4%	4%	1%	6%	2%	4%
Phone call		12	24	30	34	56	1	7	1	51
		4%	5%	5%	3%	4%	3%	3%	8%	4%
Text message		13	23	42	20	49	3	3	7	47
		0%	0%	0%	0%	0%	0%	0%	0%	0%
Other		0	0	0	0	0	0	0	0	0
		0%	0%	0%	0%	0%	0%	0%	0%	0%
No preference		0	0	0	0	0	0	0	0	0
		277	359	718	646	860	168	195	143	888
Effective Column n		379	491	982	883	1,175	230	266	196	1,214
Unweighted base		349	466	914	771	1,395	94	112	86	1,153
Weighted base		C	D	A	B	A	B	C	D	A
Columns										B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1867; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QC2_3: Type of communication would you most like to receive from... Your local council or tax office		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	62%	56%	64%	61%	64%	64%	59%	60%	64%	57%	56%	62%	76%	82%	61%	63%
	Weighted counts	912	182	730	294	331	120	167	445	467	118	281	311	128	74	209	288
	Column Comparisons	-		a										A B c	A B c		
Email/ online portal	% within column	31%	35%	29%	35%	25%	31%	32%	33%	28%	32%	34%	34%	20%	13%	32%	31%
	Weighted counts	449	113	335	171	128	59	90	243	205	65	170	168	34	12	109	141
	Column Comparisons	-			b						d e	d E	d E				
Phone call	% within column	5%	5%	4%	3%	7%	3%	4%	4%	5%	6%	6%	3%	4%	4%	4%	5%
	Weighted counts	69	18	51	15	36	5	13	33	36	11	32	14	7	4	13	21
	Column Comparisons	-															
Text message	% within column	2%	3%	2%	1%	3%	2%	4%	2%	3%	5%	4%	2%	0%	1%	4%	2%
	Weighted counts	37	10	26	3	17	3	13	15	21	10	18	8	0	1	13	8
	Column Comparisons	-				a		a									
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	1,184	150	1,034	388	423	139	234	580	604	155	386	404	160	79	284	378
Unweighted base	Column Comparisons																
	Weighted counts	1,615	204	1,411	529	577	190	319	791	824	211	527	551	218	108	387	516
Weighted base	Column Comparisons																
	Weighted counts	1,467	324	1,143	484	514	186	283	738	729	205	502	501	169	90	343	459
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1615; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC2_3: Type of communication would you most like to receive from... Your local council or tax office		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Post	% within column	60%	64%	59%	67%	63%	64%	57%	57%	61%	64%
	Weighted counts	176	238	470	441	760	56	55	41	638	272
	Column Comparisons				a						
Email/ online portal	% within column	33%	27%	34%	27%	30%	31%	34%	35%	31%	29%
	Weighted counts	97	101	273	176	363	27	33	25	324	125
	Column Comparisons			b							
Phone call	% within column	4%	6%	4%	5%	5%	3%	5%	5%	5%	4%
	Weighted counts	12	23	35	30	58	2	5	3	51	18
	Column Comparisons										
Text message	% within column	2%	2%	3%	2%	3%	1%	3%	3%	3%	2%
	Weighted counts	7	9	26	11	31	1	3	2	26	11
	Column Comparisons										
Other	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	0	1	0	1	0	0	1	0	1	0
	Column Comparisons							a			
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column										
	Weighted counts	232	290	630	551	745	156	166	117	792	391
Unweighted base	Column Comparisons										
	Weighted counts	317	395	860	752	1,016	213	227	159	1,081	533
Weighted base	Column Comparisons										
	Weighted counts	292	372	804	659	1,213	87	96	71	1,039	425
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1615; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Phone call	% within column	39%	40%	39%	39%	40%	39%	38%	37%	41%	33%	34%	40%	50%	56%	39%	38%
	Weighted counts	794	223	571	262	291	93	148	354	440	99	216	273	125	79	179	238
	Column Comparisons	-											b	A B c	A B c		
Post	% within column	32%	29%	33%	32%	34%	28%	32%	33%	31%	28%	33%	33%	32%	31%	28%	32%
	Weighted counts	645	157	487	211	243	67	123	308	337	85	213	223	80	44	130	203
	Column Comparisons	-															
Email/ online portal	% within column	15%	13%	16%	17%	14%	14%	16%	18%	14%	18%	19%	13%	13%	10%	19%	17%
	Weighted counts	312	71	241	113	102	33	64	166	146	54	121	91	32	14	87	106
	Column Comparisons	-							b								
Text message	% within column	13%	18%	11%	11%	12%	19%	14%	12%	13%	22%	14%	12%	5%	4%	14%	13%
	Weighted counts	259	98	161	74	85	45	55	115	144	66	92	84	12	5	63	82
	Column Comparisons	-	B				a b				b c D E	D e	d e				
Other	% within column	0%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	Weighted counts	10	2	8	5	2	3	0	3	6	0	2	7	0	0	1	4
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	1,572	252	1,320	524	556	178	314	739	834	216	490	531	221	115	364	508
Unweighted base	% within column																
	Weighted counts	2,171	348	1,823	723	768	246	434	1,020	1,151	298	676	733	305	159	503	701
Weighted base	% within column																
	Weighted counts	2,019	552	1,467	665	722	242	390	946	1,073	304	645	678	249	143	460	634
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2171; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Phone call	% within column	41%	40%	35%	44%	39%	40%	40%	44%	39%	41%
	Weighted counts	162	214	374	417	653	45	49	48	543	249
	Column Comparisons				A						
Post	% within column	33%	34%	33%	31%	32%	30%	36%	32%	31%	35%
	Weighted counts	129	182	351	292	533	33	44	35	430	215
	Column Comparisons										
Email/ online portal	% within column	13%	12%	16%	14%	16%	19%	11%	11%	16%	15%
	Weighted counts	53	65	174	137	266	21	13	12	219	93
	Column Comparisons										
Text message	% within column	12%	13%	15%	10%	13%	10%	12%	11%	15%	9%
	Weighted counts	48	67	161	98	221	11	15	12	205	54
	Column Comparisons			b						b	
Other	% within column	1%	0%	1%	0%	0%	1%	1%	2%	0%	0%
	Weighted counts	2	2	6	4	6	1	1	2	7	3
	Column Comparisons										
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column										
	Weighted counts	301	399	815	753	995	196	208	173	1,032	540
	Column Comparisons										
Unweighted base		416	551	1,125	1,040	1,374	271	287	239	1,425	745
Weighted base		395	530	1,066	947	1,678	112	121	108	1,403	614
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2171; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Email/ online portal	% within column	56%	48%	58%	60%	54%	54%	53%	55%	57%	59%	55%	56%	54%	51%	58%	60%
	Weighted counts	807	148	659	289	272	96	150	401	405	138	275	271	84	38	209	262
	Column Comparisons	-		a													
Post	% within column	28%	25%	28%	28%	28%	20%	30%	27%	28%	21%	26%	27%	38%	39%	25%	26%
	Weighted counts	400	77	323	136	143	35	86	198	202	50	130	133	59	29	91	112
	Column Comparisons	-												a b	a		
Text message	% within column	11%	17%	9%	7%	11%	18%	11%	10%	11%	14%	12%	11%	4%	1%	10%	9%
	Weighted counts	157	53	104	36	56	32	32	75	82	33	61	55	6	1	38	41
	Column Comparisons	-	B				a				d e	d e	d e				
Phone call	% within column	6%	10%	5%	5%	7%	8%	6%	8%	4%	5%	7%	6%	4%	9%	6%	5%
	Weighted counts	87	33	54	22	35	14	16	60	27	11	34	28	7	7	23	22
	Column Comparisons	-	B						b								
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	1,164	143	1,022	386	409	130	239	580	584	167	384	400	149	65	303	360
	Column Comparisons																
Unweighted base		1,597	196	1,401	530	561	178	328	796	801	229	527	548	204	89	416	494
Weighted base		1,451	311	1,140	483	507	177	284	735	716	233	499	488	155	75	362	437
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1597; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	N. Ireland	Urban	Rural
Email/ online portal	% within column	52%	51%	56%	56%	55%	62%	54%	59%	56%
	Weighted counts	152	183	450	357	659	52	50	45	231
	Column Comparisons									
Post	% within column	30%	30%	26%	30%	28%	24%	28%	22%	30%
	Weighted counts	89	108	208	191	337	21	26	17	123
	Column Comparisons									
Text message	% within column	13%	11%	12%	9%	11%	11%	11%	13%	9%
	Weighted counts	38	40	101	56	128	9	10	10	36
	Column Comparisons			b						
Phone call	% within column	5%	8%	6%	6%	6%	3%	8%	6%	6%
	Weighted counts	14	27	51	36	73	2	7	4	26
	Column Comparisons									
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	1	1	0	1	0	0	1	0
	Column Comparisons									
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-
Effective Column n	% within column									
	Weighted counts	225	276	640	524	724	150	159	131	774
	Column Comparisons									
Unweighted base		309	378	878	718	993	206	218	180	1,062
Weighted base		293	359	811	640	1,198	84	93	76	1,034
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1597; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC3_1: Agreement with attitudinal statement... I value the option to be able to use the postal service		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	
Strongly agree	% within column	58%	62%	55%	56%	55%	66%	62%	54%	61%	42%	51%	64%	70%	68%	61%	
	Weighted counts	2,695	1,244	1,450	877	892	328	598	1,239	1,456	276	791	947	421	260	627	
	Column Comparisons	-	B				a B	a b	A			a	A B	A B c	A B	d	
Slightly agree	% within column	32%	31%	32%	33%	34%	22%	30%	33%	30%	42%	35%	27%	24%	26%	29%	
	Weighted counts	1,468	615	853	519	547	110	292	761	707	278	538	405	147	100	294	
	Column Comparisons	-			C	C		c	b		b C D E	C D e					
Neither agree nor disagree	% within column	8%	6%	10%	8%	9%	11%	6%	9%	7%	10%	11%	8%	4%	3%	8%	
	Weighted counts	376	122	254	122	144	52	58	213	163	67	163	112	22	12	78	
	Column Comparisons	-		A			d		b		D E	c D E	d e				
Slightly disagree	% within column	1%	0%	2%	1%	1%	1%	1%	2%	1%	3%	2%	1%	1%	1%	2%	
	Weighted counts	57	7	50	23	18	5	10	38	19	17	25	9	4	3	16	
	Column Comparisons	-		A					b		c						
Strongly disagree	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	1%	1%	1%	
	Weighted counts	53	15	38	23	22	2	6	31	23	12	18	12	6	5	13	
	Column Comparisons	-															
Don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	
	Weighted counts	11	3	8	4	5	0	3	4	7	5	4	0	2	0	0	
	Column Comparisons	-									c						
NET: Agree	% within column	89%	93%	87%	89%	88%	88%	92%	87%	91%	84%	86%	91%	94%	95%	90%	
	Weighted counts	4,163	1,860	2,303	1,395	1,439	438	891	2,000	2,163	554	1,330	1,352	567	360	921	
	Column Comparisons	-	B							A			A B	A B c	A B c		
NET: Disagree	% within column	2%	1%	3%	3%	3%	2%	2%	3%	2%	5%	3%	1%	2%	2%	3%	
	Weighted counts	111	23	88	46	41	8	16	69	42	30	43	21	9	8	30	
	Column Comparisons	-		A					b		c d						
Effective Column n																	
		Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
		Column Comparisons															
Unweighted base																	
		Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base																	
		Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns																	
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics												
SEG			Working status			UK nation				Rurality		
QC3_1: Agreement with attitudinal statement... I value the option to be able to use the postal service			C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
Strongly agree	% within column		59%	58%	54%	54%	63%	57%	57%	61%	57%	60%
	Weighted counts		847	565	655	1,316	1,372	2,225	156	158	156	872
	Column Comparisons					A						
Slightly agree	% within column		32%	31%	34%	34%	28%	32%	32%	28%	31%	30%
	Weighted counts		455	305	414	840	623	1,227	87	73	81	433
	Column Comparisons					B						
Neither agree nor disagree	% within column		7%	8%	10%	9%	7%	8%	8%	8%	6%	8%
	Weighted counts		107	74	118	219	153	319	21	22	15	123
	Column Comparisons					b						
Slightly disagree	% within column		1%	1%	1%	2%	1%	1%	2%	1%	2%	1%
	Weighted counts		15	9	16	41	16	48	4	2	3	8
	Column Comparisons					b					b	
Strongly disagree	% within column		1%	2%	1%	1%	1%	1%	1%	2%	1%	1%
	Weighted counts		14	17	9	31	20	42	4	5	3	18
	Column Comparisons											
Don't know	% within column		0%	1%	0%	0%	0%	0%	1%	0%	1%	0%
	Weighted counts		5	5	1	4	6	8	1	0	1	3
	Column Comparisons											
NET: Agree	% within column		90%	89%	88%	88%	91%	89%	89%	89%	92%	90%
	Weighted counts		1,302	870	1,070	2,157	1,995	3,451	244	231	237	1,305
	Column Comparisons						a					
NET: Disagree	% within column		2%	3%	2%	3%	2%	2%	3%	3%	2%	2%
	Weighted counts		30	26	25	72	36	90	8	7	6	26
	Column Comparisons					b						
Effective Column n	% within column											
	Weighted counts		1,016	681	856	1,697	1,591	2,079	424	407	390	1,161
Unweighted base	Column Comparisons											
	Weighted counts		1,424	954	1,200	2,378	2,230	2,914	595	571	546	1,628
Weighted base	Column Comparisons											
	Weighted counts		1,443	975	1,214	2,452	2,190	3,869	273	260	258	1,458
Columns			B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
QC3_2: Agreement with attitudinal statement... I prefer to send emails rather than letters whenever possible		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Strongly agree	% within column	30%	38%	24%	28%	29%	35%	32%	32%	29%	49%	35%	28%	17%	13%
	Weighted counts	1,413	765	649	447	480	174	313	733	680	319	536	410	100	49
	Column Comparisons	-	B						b		B C D E	C D E	D E		
Slightly agree	% within column	29%	22%	35%	30%	28%	30%	29%	30%	29%	31%	32%	28%	26%	27%
	Weighted counts	1,374	451	923	478	463	149	284	687	687	206	496	413	156	104
	Column Comparisons	-		A											
Neither agree nor disagree	% within column	17%	10%	23%	18%	18%	17%	16%	18%	17%	11%	17%	19%	23%	12%
	Weighted counts	809	197	611	280	292	83	153	402	407	74	266	282	140	46
	Column Comparisons	-		A								a	A e	A b E	
Slightly disagree	% within column	10%	8%	11%	10%	11%	8%	8%	8%	11%	5%	8%	12%	11%	12%
	Weighted counts	452	155	297	155	176	41	79	183	269	33	130	179	64	46
	Column Comparisons	-		A						a		a	A b	a	a
Strongly disagree	% within column	13%	22%	6%	13%	13%	10%	14%	12%	14%	4%	7%	13%	24%	35%
	Weighted counts	605	438	167	206	215	49	135	278	327	24	108	199	141	133
	Column Comparisons	-	B									a	A B	A B C	A B C D
Don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Weighted counts	8	1	7	2	3	2	2	3	5	2	2	2	0	2
	Column Comparisons	-													
NET: Agree	% within column	60%	61%	59%	59%	58%	65%	62%	62%	58%	80%	67%	55%	43%	40%
	Weighted counts	2,787	1,216	1,571	924	943	323	597	1,420	1,367	524	1,032	822	255	153
	Column Comparisons	-							b		B C D E	C D E	D E		
NET: Disagree	% within column	23%	30%	17%	23%	24%	18%	22%	20%	25%	9%	15%	26%	34%	47%
	Weighted counts	1,057	593	464	361	391	91	215	461	596	57	238	379	205	178
	Column Comparisons	-	B							A		A	A B	A B C	A B C D
Effective Column n															
Weighted counts		3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279
Column Comparisons															
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC3_2: Agreement with attitudinal statement... I prefer to send emails rather than letters whenever possible		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	35%	33%	25%	27%	35%	25%	31%	30%	27%	25%	31%	29%
	Weighted counts	357	482	242	333	868	540	1,197	81	70	65	986	424
	Column Comparisons	C d	C d			B							
Slightly agree	% within column	32%	31%	28%	27%	31%	28%	29%	30%	26%	34%	30%	29%
	Weighted counts	327	454	269	324	761	607	1,138	81	67	87	954	420
	Column Comparisons					b					c		
Neither agree nor disagree	% within column	17%	17%	18%	18%	17%	18%	17%	17%	21%	16%	17%	18%
	Weighted counts	177	239	177	215	417	386	665	48	54	41	546	262
	Column Comparisons												
Slightly disagree	% within column	8%	8%	13%	10%	9%	10%	9%	12%	11%	13%	9%	10%
	Weighted counts	85	122	123	122	221	228	358	32	29	33	301	149
	Column Comparisons			a b									
Strongly disagree	% within column	8%	10%	17%	18%	7%	19%	13%	11%	15%	12%	13%	14%
	Weighted counts	81	143	163	218	182	423	505	31	39	30	405	199
	Column Comparisons			A B	A B		A						
Don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	2	4	2	1	3	5	6	0	1	2	4	4
	Column Comparisons												
NET: Agree	% within column	66%	65%	52%	54%	66%	52%	60%	59%	53%	59%	61%	58%
	Weighted counts	684	936	511	656	1,630	1,147	2,336	162	137	152	1,940	844
	Column Comparisons	C D	C D			B							
NET: Disagree	% within column	16%	18%	29%	28%	16%	30%	22%	23%	26%	24%	22%	24%
	Weighted counts	166	265	285	341	402	652	862	63	68	63	707	348
	Column Comparisons			A B	A B		A						
Effective Column n	% within column												
	Weighted counts	748	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons												
	Weighted counts	1,048	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	Column Comparisons												
	Weighted counts	1,029	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC3_3: Agreement with attitudinal statement... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	35%	35%	35%	34%	33%	39%	36%	33%	37%	29%	32%	39%	36%	39%	36%
	Weighted counts	1,624	700	924	540	541	194	348	745	879	187	497	572	219	149	370
	Column Comparisons	-								a			A b	a	a	
Slightly agree	% within column	32%	27%	35%	31%	31%	28%	35%	33%	31%	33%	35%	29%	33%	27%	32%
	Weighted counts	1,484	550	934	491	512	140	340	752	732	220	536	426	198	104	330
	Column Comparisons	-		A								c				
Neither agree nor disagree	% within column	17%	17%	18%	18%	18%	19%	15%	18%	17%	20%	17%	17%	14%	18%	18%
	Weighted counts	810	337	473	275	295	95	145	416	394	132	263	259	86	70	184
	Column Comparisons	-														
Slightly disagree	% within column	9%	10%	8%	9%	10%	6%	8%	9%	8%	11%	9%	8%	8%	7%	10%
	Weighted counts	411	203	208	139	160	32	80	213	198	73	140	124	48	25	102
	Column Comparisons	-	b													
Strongly disagree	% within column	7%	10%	4%	7%	7%	6%	5%	6%	7%	6%	6%	6%	8%	8%	4%
	Weighted counts	306	204	102	115	111	31	48	146	160	38	95	96	47	29	44
	Column Comparisons	-	B													
Don't know	% within column	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	0%
	Weighted counts	26	13	13	5	10	5	5	14	12	6	7	8	3	2	0
	Column Comparisons	-														
NET: Agree	% within column	67%	62%	70%	66%	65%	67%	71%	65%	68%	62%	67%	67%	69%	67%	68%
	Weighted counts	3,108	1,250	1,858	1,032	1,053	335	688	1,497	1,611	407	1,034	998	416	253	699
	Column Comparisons	-		A				b								
NET: Disagree	% within column	15%	20%	12%	16%	17%	13%	13%	16%	15%	17%	15%	15%	16%	14%	14%
	Weighted counts	717	407	310	255	271	63	128	359	358	111	236	220	95	54	146
	Column Comparisons	-	B													
Effective Column n																
Weighted counts		3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Column Comparisons																
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
QC3_3: Agreement with attitudinal statement... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record		SEG			Working status		UK nation				Rurality	
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	35%	33%	35%	33%	37%	35%	36%	38%	35%	35%	35%
	Weighted counts	506	320	428	818	804	1,336	98	100	90	1,107	516
	Column Comparisons					a						
Slightly agree	% within column	33%	31%	31%	33%	30%	32%	35%	31%	34%	32%	32%
	Weighted counts	476	307	371	811	663	1,221	96	80	87	1,015	466
	Column Comparisons											
Neither agree nor disagree	% within column	17%	18%	17%	18%	17%	18%	13%	12%	17%	17%	18%
	Weighted counts	243	172	211	434	371	701	34	31	43	538	270
	Column Comparisons											
Slightly disagree	% within column	7%	9%	9%	10%	8%	9%	8%	8%	7%	9%	8%
	Weighted counts	105	93	111	236	174	348	22	22	19	301	110
	Column Comparisons											
Strongly disagree	% within column	7%	8%	7%	6%	7%	6%	8%	10%	6%	7%	6%
	Weighted counts	103	77	82	142	162	242	21	26	17	220	86
	Column Comparisons	a	a									
Don't know	% within column	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	9	6	10	10	15	21	1	1	2	17	10
	Column Comparisons											
NET: Agree	% within column	68%	64%	66%	66%	67%	66%	71%	69%	69%	66%	67%
	Weighted counts	982	627	799	1,629	1,467	2,556	194	180	177	2,122	982
	Column Comparisons											
NET: Disagree	% within column	14%	17%	16%	15%	15%	15%	16%	18%	14%	16%	13%
	Weighted counts	208	170	193	378	337	590	43	48	35	520	197
	Column Comparisons										b	
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QC3_4: Agreement with attitudinal statement... I only use post if there is no alternative		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Strongly agree	% within column	12%	14%	11%	12%	11%	14%	14%	12%	13%	19%	13%	11%	9%	8%
	Weighted counts	581	282	299	192	182	69	137	279	302	128	204	163	57	30
	Column Comparisons	-	b								b C D E	e			
Slightly agree	% within column	21%	18%	24%	21%	21%	22%	20%	21%	21%	29%	24%	19%	14%	16%
	Weighted counts	977	353	625	330	341	112	194	487	490	191	368	276	82	60
	Column Comparisons	-		A							b C D E	c D e	d		
Neither agree nor disagree	% within column	17%	11%	22%	16%	19%	17%	16%	18%	17%	16%	18%	17%	19%	17%
	Weighted counts	806	216	590	251	314	84	156	405	401	103	270	255	115	64
	Column Comparisons	-		A											
Slightly disagree	% within column	22%	23%	22%	24%	23%	16%	21%	23%	21%	23%	22%	22%	24%	19%
	Weighted counts	1,029	453	576	377	369	81	202	528	501	149	340	324	146	71
	Column Comparisons	-			c	c									
Strongly disagree	% within column	27%	35%	21%	26%	26%	30%	28%	25%	28%	12%	23%	31%	33%	41%
	Weighted counts	1,251	700	551	412	418	151	270	580	671	77	354	467	200	154
	Column Comparisons	-	B									A	A B	A B	A B c d
Don't know	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts	16	4	12	4	4	1	8	6	10	9	5	1	1	0
	Column Comparisons	-									c				
NET: Agree	% within column	33%	32%	35%	33%	32%	36%	34%	34%	33%	48%	37%	30%	23%	24%
	Weighted counts	1,558	634	924	522	524	181	331	766	792	318	571	439	139	90
	Column Comparisons	-									B C D E	C D E	d		
NET: Disagree	% within column	49%	57%	42%	50%	48%	47%	49%	48%	49%	34%	45%	53%	58%	59%
	Weighted counts	2,280	1,153	1,127	790	787	232	472	1,108	1,172	226	694	790	346	225
	Column Comparisons	-	B									A	A B	A B	A B
Effective Column n															
Weighted counts		3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279
Column Comparisons															
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation			Rurality		
QC3_4: Agreement with attitudinal statement... I only use post if there is no alternative		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	13%	12%	12%	13%	13%	12%	13%	9%	11%	7%	13%	12%
	Weighted counts	138	169	117	158	316	265	509	26	29	17	407	174
	Column Comparisons							d		d			
Slightly agree	% within column	20%	23%	18%	21%	23%	19%	20%	23%	25%	23%	22%	19%
	Weighted counts	202	336	180	259	554	415	792	62	65	59	694	283
	Column Comparisons					b							
Neither agree nor disagree	% within column	17%	17%	19%	16%	17%	17%	17%	19%	16%	19%	17%	18%
	Weighted counts	178	248	182	198	424	377	664	52	42	48	537	267
	Column Comparisons												
Slightly disagree	% within column	24%	20%	23%	22%	22%	22%	23%	24%	17%	19%	21%	24%
	Weighted counts	246	292	228	264	549	478	871	65	45	48	676	353
	Column Comparisons												
Strongly disagree	% within column	25%	27%	27%	27%	25%	29%	26%	25%	30%	33%	27%	26%
	Weighted counts	260	394	266	331	603	645	1,021	68	78	85	870	379
	Column Comparisons						a				b		
Don't know	% within column	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%
	Weighted counts	5	4	3	4	6	10	13	2	1	1	13	3
	Column Comparisons												
NET: Agree	% within column	33%	35%	30%	34%	36%	31%	34%	32%	36%	30%	34%	31%
	Weighted counts	340	506	296	417	871	680	1,301	87	94	76	1,101	457
	Column Comparisons					b							
NET: Disagree	% within column	49%	48%	51%	49%	47%	51%	49%	49%	47%	51%	48%	50%
	Weighted counts	505	686	494	595	1,151	1,123	1,892	133	123	133	1,546	731
	Column Comparisons						a						
Effective Column n	% within column												
	Weighted counts	748	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons												
	Weighted counts	1,048	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,029	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QC3_5: Agreement with attitudinal statement... I would feel cut off from society if I couldn't send or receive post		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	
Strongly agree	% within column	31%	29%	33%	30%	32%	35%	31%	28%	35%	20%	26%	34%	42%	48%	32%	
	Weighted counts	1,466	580	886	478	516	176	297	645	822	129	395	504	254	184	325	
	Column Comparisons	-		a						A		a	A B	A B c	A B C		
Slightly agree	% within column	31%	27%	33%	29%	30%	29%	35%	30%	32%	27%	31%	31%	34%	30%	31%	
	Weighted counts	1,429	551	879	460	487	147	335	679	750	180	480	453	203	114	322	
	Column Comparisons	-		A													
Neither agree nor disagree	% within column	18%	16%	20%	18%	20%	18%	16%	20%	16%	23%	20%	18%	14%	11%	19%	
	Weighted counts	849	325	524	289	320	89	151	466	383	151	313	261	82	42	199	
	Column Comparisons	-		a					b		c D E	d e	e				
Slightly disagree	% within column	10%	12%	8%	11%	9%	11%	9%	10%	10%	14%	11%	9%	6%	7%	9%	
	Weighted counts	461	237	224	171	152	54	84	234	227	92	171	140	33	25	88	
	Column Comparisons	-	b								c D e	d	d				
Strongly disagree	% within column	9%	15%	4%	10%	9%	6%	10%	11%	7%	14%	11%	8%	4%	4%	9%	
	Weighted counts	420	302	118	153	142	29	96	250	170	92	171	118	25	14	90	
	Column Comparisons	-	B						B		C D E	c D E	d e				
Don't know	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	2%	1%	1%	1%	0%	0%	
	Weighted counts	35	13	22	16	11	4	4	12	22	12	10	9	3	0	4	
	Column Comparisons	-															
NET: Agree	% within column	62%	56%	67%	60%	62%	65%	65%	58%	66%	47%	57%	64%	76%	78%	63%	
	Weighted counts	2,896	1,131	1,765	938	1,004	322	632	1,324	1,572	309	875	957	457	298	647	
	Column Comparisons	-		A						A		A	A B	A B C	A B C		
NET: Disagree	% within column	19%	27%	13%	21%	18%	17%	19%	21%	17%	28%	22%	17%	10%	10%	17%	
	Weighted counts	882	539	343	324	294	83	180	484	398	184	342	258	59	39	178	
	Column Comparisons	-	B						b		b C D E	c D E	D e				
Effective Column n																	
		Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
		Column Comparisons															
Unweighted base																	
		Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base																	
		Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns																	
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
QC3_5: Agreement with attitudinal statement... I would feel cut off from society if I couldn't send or receive post		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	30%	34%	31%	27%	36%	32%	34%	32%	27%	31%	33%
	Weighted counts	434	330	377	665	796	1,219	94	83	69	989	476
	Column Comparisons					A						
Slightly agree	% within column	30%	30%	31%	30%	32%	31%	31%	29%	31%	31%	31%
	Weighted counts	440	293	375	724	699	1,189	84	76	80	976	452
	Column Comparisons											
Neither agree nor disagree	% within column	19%	17%	17%	21%	15%	19%	17%	15%	17%	19%	17%
	Weighted counts	276	170	205	516	329	719	47	40	43	604	244
	Column Comparisons				B							
Slightly disagree	% within column	10%	10%	10%	11%	9%	10%	12%	11%	10%	10%	9%
	Weighted counts	150	97	126	268	192	374	33	28	27	334	125
	Column Comparisons				b							
Strongly disagree	% within column	9%	8%	10%	11%	7%	9%	5%	11%	14%	9%	10%
	Weighted counts	134	77	119	261	158	340	14	30	37	278	142
	Column Comparisons				B				B	a B		
Don't know	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%
	Weighted counts	9	9	12	18	16	28	1	3	3	15	19
	Column Comparisons											a
NET: Agree	% within column	61%	64%	62%	57%	68%	62%	65%	61%	58%	61%	64%
	Weighted counts	873	623	753	1,389	1,495	2,408	179	160	149	1,965	928
	Column Comparisons					A						
NET: Disagree	% within column	20%	18%	20%	22%	16%	18%	17%	22%	25%	19%	18%
	Weighted counts	284	174	245	529	350	714	47	57	64	612	267
	Column Comparisons				B					b		
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons											
	Weighted counts	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	Column Comparisons											
	Weighted counts	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QC3_6: Agreement with attitudinal statement... I only use post to send greetings cards		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	12%	17%	8%	14%	12%	9%	10%	11%	13%	12%	11%	13%	15%	12%	12%
	Weighted counts	564	345	218	224	199	44	96	259	305	76	163	186	92	47	125
	Column Comparisons	-	B		c d											
Slightly agree	% within column	19%	19%	19%	20%	18%	18%	19%	20%	18%	21%	20%	18%	17%	17%	18%
	Weighted counts	886	372	514	312	300	89	186	448	438	138	313	266	104	65	185
	Column Comparisons	-														
Neither agree nor disagree	% within column	16%	11%	20%	16%	18%	15%	14%	18%	15%	20%	19%	14%	13%	15%	15%
	Weighted counts	753	225	527	253	291	77	132	407	346	128	285	206	76	57	151
	Column Comparisons	-		A					b		c d	c d				
Slightly disagree	% within column	24%	20%	26%	23%	23%	25%	25%	23%	24%	24%	22%	25%	24%	23%	24%
	Weighted counts	1,096	404	692	361	368	123	244	525	571	155	345	366	143	87	245
	Column Comparisons	-		A												
Strongly disagree	% within column	29%	33%	26%	26%	29%	33%	31%	28%	30%	23%	28%	31%	31%	33%	31%
	Weighted counts	1,344	655	689	412	466	165	301	640	704	154	426	456	184	124	318
	Column Comparisons	-	B										a	a	a	
Don't know	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	19	6	13	5	5	1	8	7	11	6	7	5	1	0	5
	Column Comparisons	-														
NET: Agree	% within column	31%	36%	28%	34%	31%	27%	29%	31%	31%	33%	31%	30%	33%	29%	30%
	Weighted counts	1,450	718	732	536	500	133	282	707	743	214	476	452	196	112	310
	Column Comparisons	-	B													
NET: Disagree	% within column	52%	53%	52%	49%	51%	58%	56%	51%	54%	47%	50%	55%	55%	55%	55%
	Weighted counts	2,440	1,059	1,381	773	834	288	545	1,165	1,275	308	771	822	327	211	563
	Column Comparisons	-					a b	a b					a			
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base	% within column															
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base	% within column															
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QC3_6: Agreement with attitudinal statement... I only use post to send greetings cards		% within column	10%	12%	14%	11%	13%	12%	13%	10%	11%	12%	12%
Strongly agree	Weighted counts	149	116	174	278	283	473	36	25	29	384	175	
	Column Comparisons												
	% within column	22%	17%	18%	20%	18%	19%	22%	21%	18%	19%	18%	
Slightly agree	Weighted counts	322	165	214	488	395	726	60	54	47	618	268	
	Column Comparisons	c d											
	% within column	15%	19%	17%	16%	16%	17%	11%	14%	15%	17%	14%	
Neither agree nor disagree	Weighted counts	219	181	202	395	350	646	31	36	39	549	204	
	Column Comparisons										b		
	% within column	23%	24%	24%	23%	24%	23%	30%	24%	20%	23%	25%	
Slightly disagree	Weighted counts	326	232	293	570	523	900	82	63	51	733	363	
	Column Comparisons							d					
	% within column	29%	28%	27%	29%	29%	29%	23%	30%	34%	28%	30%	
Strongly disagree	Weighted counts	423	276	326	714	629	1,112	64	79	89	905	438	
	Column Comparisons								b	B			
	% within column	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	1%	
Don't know	Weighted counts	4	5	5	7	11	11	1	3	3	10	9	
	Column Comparisons												
	% within column	33%	29%	32%	31%	31%	31%	35%	30%	29%	31%	30%	
NET: Agree	Weighted counts	471	281	388	766	678	1,199	96	79	76	1,001	444	
	Column Comparisons												
	% within column	52%	52%	51%	52%	53%	52%	53%	54%	54%	51%	55%	
NET: Disagree	Weighted counts	749	508	619	1,284	1,151	2,012	146	141	140	1,637	801	
	Column Comparisons										a		
	% within column												
Effective Column n	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161	
	Column Comparisons												
	Unweighted base	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628	
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458	
Columns		B	C	D	A	B	A	B	C	D	A	B	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QC3_7: Agreement with attitudinal statement... I send fewer letters by post now due to the cost		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	17%	11%	21%	15%	18%	20%	17%	16%	18%	17%	14%	17%	22%	21%	19%
	Weighted counts	791	223	569	233	289	102	168	356	435	113	209	255	133	81	198
	Column Comparisons	-		A						a				B	b	
Slightly agree	% within column	29%	18%	37%	30%	31%	25%	27%	28%	30%	29%	28%	30%	31%	26%	30%
	Weighted counts	1,349	362	987	472	498	123	256	643	707	189	434	442	185	100	306
	Column Comparisons	-		A												
Neither agree nor disagree	% within column	21%	19%	22%	20%	23%	19%	19%	23%	19%	21%	24%	19%	18%	18%	19%
	Weighted counts	967	376	591	315	371	93	187	525	442	139	364	287	109	68	191
	Column Comparisons	-		a					b							
Slightly disagree	% within column	14%	19%	11%	15%	14%	13%	14%	15%	14%	15%	14%	14%	13%	17%	13%
	Weighted counts	667	377	289	232	227	67	140	333	334	96	216	211	79	66	139
	Column Comparisons	-	B													
Strongly disagree	% within column	18%	33%	8%	19%	15%	22%	21%	18%	19%	16%	20%	19%	15%	17%	19%
	Weighted counts	859	655	204	305	237	110	208	414	445	106	310	287	92	64	191
	Column Comparisons	-	B		b		b	B								
Don't know	% within column	1%	1%	0%	1%	0%	1%	1%	1%	0%	2%	1%	0%	0%	0%	0%
	Weighted counts	28	15	13	10	6	4	8	16	12	13	8	3	3	1	4
	Column Comparisons	-									b C					
NET: Agree	% within column	46%	29%	59%	45%	48%	45%	44%	44%	48%	46%	42%	47%	53%	48%	49%
	Weighted counts	2,141	585	1,556	705	787	225	424	999	1,142	302	643	696	318	181	504
	Column Comparisons	-		A						a				B		c
NET: Disagree	% within column	33%	51%	19%	34%	29%	35%	36%	33%	33%	31%	34%	34%	28%	34%	32%
	Weighted counts	1,526	1,032	493	537	464	176	348	747	779	202	525	499	170	129	330
	Column Comparisons	-	B		b		b	b								
Effective Column n																
Weighted counts		3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Column Comparisons																
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics													
			SEG		Working status		UK nation			Rurality			
QC3_7: Agreement with attitudinal statement... I send fewer letters by post now due to the cost			C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column		17%	15%	17%	15%	19%	17%	18%	17%	14%	17%	18%
	Weighted counts		242	142	208	378	411	659	50	45	37	528	261
	Column Comparisons						a						
Slightly agree	% within column		31%	27%	27%	28%	30%	28%	36%	33%	32%	28%	31%
	Weighted counts		452	262	329	683	659	1,081	99	86	83	897	452
	Column Comparisons												
Neither agree nor disagree	% within column		18%	23%	24%	21%	20%	21%	22%	22%	17%	21%	21%
	Weighted counts		258	223	296	522	440	806	59	56	45	659	307
	Column Comparisons			b	a b								
Slightly disagree	% within column		14%	15%	15%	15%	13%	15%	13%	13%	14%	15%	14%
	Weighted counts		205	143	180	378	287	562	37	33	35	465	200
	Column Comparisons												
Strongly disagree	% within column		19%	21%	15%	20%	17%	19%	10%	15%	21%	20%	16%
	Weighted counts		277	202	188	484	373	736	28	39	55	628	229
	Column Comparisons			d		b		b		b	B c	b	
Don't know	% within column		1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	1%
	Weighted counts		8	3	12	8	19	23	1	1	3	19	9
	Column Comparisons						a						
NET: Agree	% within column		48%	42%	44%	43%	49%	45%	54%	50%	47%	45%	49%
	Weighted counts		694	405	538	1,061	1,070	1,741	149	131	120	1,425	713
	Column Comparisons			c			a		a d				a
NET: Disagree	% within column		33%	35%	30%	35%	30%	34%	24%	28%	35%	34%	29%
	Weighted counts		482	345	368	861	661	1,299	65	72	90	1,094	429
	Column Comparisons					b		b			B c	b	
Effective Column n	% within column												
	Weighted counts		1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons												
Unweighted base			1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base			1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns			B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC3_8: Agreement with attitudinal statement... I trust second class post to get there in a reasonable timeframe		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	28%	29%	28%	27%	26%	34%	31%	27%	29%	21%	25%	32%	31%	33%	31%
	Weighted counts	1,313	577	736	420	422	167	304	615	698	141	391	472	184	125	318
	Column Comparisons	-					a b	b					A b	a	a b	
Slightly agree	% within column	44%	44%	44%	44%	45%	43%	43%	45%	43%	48%	44%	42%	43%	46%	42%
	Weighted counts	2,059	880	1,180	694	732	216	418	1,031	1,028	315	682	629	257	176	434
	Column Comparisons	-														
Neither agree nor disagree	% within column	14%	12%	15%	13%	15%	13%	12%	15%	12%	16%	16%	12%	11%	10%	13%
	Weighted counts	637	242	396	207	245	67	119	344	293	107	246	178	69	37	138
	Column Comparisons	-		a					b		e	c e				
Slightly disagree	% within column	8%	8%	8%	9%	9%	6%	7%	7%	9%	8%	8%	8%	10%	7%	8%
	Weighted counts	379	157	222	136	149	30	64	161	218	53	120	122	58	26	80
	Column Comparisons	-								a						
Strongly disagree	% within column	5%	5%	4%	6%	4%	3%	5%	4%	5%	4%	5%	4%	5%	3%	5%
	Weighted counts	214	106	108	88	61	14	51	101	113	26	78	66	31	13	53
	Column Comparisons	-														
Don't know	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%	1%
	Weighted counts	59	46	13	23	21	4	12	34	25	14	22	17	2	3	6
	Column Comparisons	-	B													
NET: Agree	% within column	72%	73%	72%	71%	71%	77%	75%	72%	73%	69%	70%	74%	73%	79%	73%
	Weighted counts	3,372	1,457	1,915	1,113	1,154	383	722	1,646	1,726	456	1,073	1,101	440	301	752
	Column Comparisons	-													a b	
NET: Disagree	% within column	13%	13%	12%	14%	13%	9%	12%	11%	14%	12%	13%	13%	15%	10%	13%
	Weighted counts	593	264	329	224	210	44	115	262	331	79	198	188	88	39	133
	Column Comparisons	-								a						
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base	Column Comparisons															
		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
QC3_8: Agreement with attitudinal statement... I trust second class post to get there in a reasonable timeframe		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	28%	29%	26%	27%	30%	28%	28%	31%	30%	28%	29%
	Weighted counts	402	279	314	661	650	1,079	77	80	78	883	429
	Column Comparisons											
Slightly agree	% within column	45%	42%	47%	44%	45%	44%	44%	43%	48%	44%	45%
	Weighted counts	645	409	572	1,075	975	1,701	122	112	124	1,407	652
	Column Comparisons											
Neither agree nor disagree	% within column	13%	15%	13%	15%	12%	14%	11%	13%	15%	14%	13%
	Weighted counts	194	144	161	364	266	535	30	33	39	445	187
	Column Comparisons				b							
Slightly disagree	% within column	8%	9%	8%	8%	8%	8%	10%	8%	3%	8%	8%
	Weighted counts	116	89	94	200	177	322	27	21	9	256	123
	Column Comparisons						d	D	d			
Strongly disagree	% within column	5%	4%	5%	5%	4%	5%	4%	4%	2%	5%	3%
	Weighted counts	68	37	55	119	95	187	10	11	5	171	42
	Column Comparisons										b	
Don't know	% within column	1%	2%	2%	1%	1%	1%	3%	1%	1%	1%	2%
	Weighted counts	17	18	18	32	27	46	7	2	3	35	24
	Column Comparisons											
NET: Agree	% within column	73%	70%	73%	71%	74%	72%	73%	74%	78%	72%	74%
	Weighted counts	1,047	688	886	1,737	1,625	2,780	198	192	202	2,290	1,081
	Column Comparisons				a							
NET: Disagree	% within column	13%	13%	12%	13%	12%	13%	14%	12%	6%	13%	11%
	Weighted counts	184	126	149	319	272	508	38	32	14	427	166
	Column Comparisons						d	D	D			
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons											
	Weighted counts	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	Column Comparisons											
	Weighted counts	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
QC3_9: Agreement with attitudinal statement... I nearly always send digital greetings cards now, instead of sending them by post	% within column	6%	7%	5%	4%	6%	10%	6%	5%	6%	12%	6%	4%	4%	1%
	Weighted counts	264	139	125	63	93	47	60	120	144	80	92	61	26	5
	Column Comparisons	-	b				A b				B C D E	e	e	e	
	% within column	10%	11%	9%	10%	8%	9%	11%	12%	8%	15%	14%	7%	4%	4%
Slightly agree	Weighted counts	450	216	234	161	135	46	107	270	180	96	219	97	22	16
	Column Comparisons	-							B		C D E	C D E	d		
	% within column	12%	9%	15%	12%	12%	14%	12%	13%	11%	17%	15%	10%	8%	8%
	Weighted counts	568	182	385	183	195	69	120	302	266	110	231	150	45	32
Neither agree nor disagree	Column Comparisons	-		A							C D e	c D e			
	% within column	16%	15%	17%	15%	18%	15%	16%	17%	15%	21%	17%	15%	12%	13%
	Weighted counts	749	308	442	228	289	74	158	387	363	136	264	227	73	49
	Column Comparisons	-									c d e	d			
Slightly disagree	% within column	55%	57%	54%	59%	55%	51%	52%	52%	59%	34%	47%	63%	72%	72%
	Weighted counts	2,585	1,147	1,437	922	899	256	508	1,183	1,402	220	720	941	429	274
	Column Comparisons	-			c d					A		A	A B	A B c	A B c
	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Don't know	Weighted counts	46	15	31	11	17	5	13	26	20	15	13	8	6	4
	Column Comparisons	-									c				
	% within column	15%	18%	14%	14%	14%	19%	17%	17%	14%	27%	20%	11%	8%	6%
	Weighted counts	714	355	358	224	229	94	167	389	324	176	311	158	47	21
NET: Agree	Column Comparisons	-	B						b		b C D E	C D E	e		
	% within column	72%	72%	71%	73%	73%	66%	69%	69%	74%	54%	64%	79%	84%	85%
	Weighted counts	3,334	1,455	1,879	1,150	1,189	330	666	1,569	1,765	356	985	1,168	502	323
	Column Comparisons	-			c	c				A		A	A B	A B c	A B c
NET: Disagree	% within column														
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279
Effective Column n	Column Comparisons														
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391
Unweighted base	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation			Rurality		
QC3_9: Agreement with attitudinal statement... I nearly always send digital greetings cards now, instead of sending them by post		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	5%	6%	4%	7%	6%	6%	6%	5%	4%	3%	6%	4%
	Weighted counts	54	80	39	90	138	125	231	15	11	7	207	57
	Column Comparisons				c							b	
Slightly agree	% within column	11%	10%	10%	8%	13%	6%	10%	8%	9%	6%	11%	7%
	Weighted counts	116	138	95	101	309	136	390	21	23	15	350	99
	Column Comparisons					B						B	
Neither agree nor disagree	% within column	12%	11%	13%	13%	14%	10%	12%	11%	13%	12%	12%	12%
	Weighted counts	124	161	126	156	343	223	473	30	33	31	399	168
	Column Comparisons					B							
Slightly disagree	% within column	17%	18%	16%	13%	17%	15%	16%	18%	15%	16%	17%	15%
	Weighted counts	179	261	156	154	416	333	621	51	38	40	532	216
	Column Comparisons	d	d										
Strongly disagree	% within column	53%	55%	56%	58%	50%	62%	55%	56%	58%	62%	53%	62%
	Weighted counts	544	788	550	703	1,223	1,350	2,119	154	150	161	1,679	903
	Column Comparisons						A						A
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	12	14	10	10	23	23	35	3	4	3	30	15
	Column Comparisons												
NET: Agree	% within column	17%	15%	14%	16%	18%	12%	16%	13%	13%	9%	17%	11%
	Weighted counts	170	219	134	191	447	261	621	36	34	22	557	155
	Column Comparisons					B						B	
NET: Disagree	% within column	70%	73%	72%	71%	67%	77%	71%	75%	72%	78%	69%	77%
	Weighted counts	723	1,049	705	857	1,640	1,683	2,740	204	188	202	2,210	1,119
	Column Comparisons						A						A
Effective Column n	% within column												
	Weighted counts	748	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons												
	Weighted counts	1,048	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,029	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	33%	43%	25%	31%	32%	35%	34%	31%	34%	24%	29%	33%	42%	48%	31%
	Weighted counts	1,521	857	664	487	529	175	331	708	813	158	442	485	255	181	316
	Column Comparisons	-	B							a			a	A B C	A B C	
Fairly important	% within column	44%	38%	48%	46%	44%	42%	41%	44%	43%	40%	45%	45%	42%	40%	45%
	Weighted counts	2,032	771	1,262	713	717	208	394	1,008	1,025	264	695	667	253	153	461
	Column Comparisons	-		A												
Not very important	% within column	20%	16%	23%	20%	19%	20%	20%	20%	19%	28%	21%	19%	14%	11%	21%
	Weighted counts	924	320	604	313	315	100	197	465	459	185	325	287	85	42	216
	Column Comparisons	-		A							b C D E	d E	d e			c
Irrelevant	% within column	4%	3%	5%	3%	4%	3%	5%	5%	3%	8%	5%	3%	1%	1%	3%
	Weighted counts	184	60	123	55	69	15	45	105	78	49	76	46	8	4	36
	Column Comparisons	-		a							C D E	c d e	d			
NET: Important	% within column	76%	81%	73%	77%	76%	77%	75%	75%	77%	64%	74%	78%	85%	88%	76%
	Weighted counts	3,554	1,628	1,926	1,200	1,246	383	725	1,716	1,838	422	1,138	1,152	508	334	777
	Column Comparisons	-	B									A	A	A B c	A B C	
NET: Unimportant	% within column	24%	19%	27%	23%	24%	23%	25%	25%	23%	36%	26%	22%	15%	12%	24%
	Weighted counts	1,107	380	727	367	383	115	242	570	537	235	402	333	93	46	252
	Column Comparisons	-		A							B C D E	D E	d E			c
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
	Column Comparisons															
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	30%	39%	32%	29%	37%	33%	26%	28%	34%	32%	34%
	Weighted counts	431	381	392	708	812	1,288	72	73	89	1,031	489
	Column Comparisons		a B d			A				b		
Fairly important	% within column	45%	44%	41%	45%	42%	44%	47%	37%	40%	44%	43%
	Weighted counts	642	426	503	1,102	915	1,706	128	96	102	1,407	624
	Column Comparisons							c				
Not very important	% within column	21%	14%	21%	22%	18%	19%	24%	29%	22%	20%	19%
	Weighted counts	307	141	259	531	390	727	64	75	57	639	280
	Column Comparisons	C		C	b				a			
Irrelevant	% within column	4%	3%	5%	5%	3%	4%	4%	6%	4%	4%	4%
	Weighted counts	62	27	59	110	73	148	10	17	10	120	64
	Column Comparisons											
NET: Important	% within column	74%	83%	74%	74%	79%	77%	73%	65%	74%	76%	76%
	Weighted counts	1,074	807	896	1,811	1,727	2,994	199	169	192	2,438	1,113
	Column Comparisons		a B D			A	C	c		c		
NET: Unimportant	% within column	26%	17%	26%	26%	21%	23%	27%	35%	26%	24%	24%
	Weighted counts	369	168	318	641	463	875	74	91	67	759	344
	Column Comparisons	C		C	B				A b d			
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls	% within column	54%	68%	43%	51%	53%	57%	59%	52%	56%	70%	68%	51%	30%	19%	52%
	Weighted counts	2,513	1,362	1,151	800	860	285	568	1,191	1,322	461	1,047	753	180	72	534
	Column Comparisons	-	B					a b		a	C D E	C D E	D E	E		
Essential	% within column	33%	21%	42%	35%	34%	32%	28%	35%	31%	27%	27%	38%	42%	36%	34%
	Weighted counts	1,536	412	1,124	551	552	160	273	795	742	177	410	564	249	135	347
	Column Comparisons	-		A	d	d			b				A B	A B	a b	
Fairly important	% within column	10%	8%	11%	10%	9%	8%	9%	10%	9%	3%	4%	9%	20%	30%	11%
	Weighted counts	446	156	289	164	155	39	88	228	218	18	62	133	118	116	117
	Column Comparisons	-		a									A B	A B C	A B C D	
Not very important	% within column	4%	4%	3%	3%	4%	3%	4%	3%	4%	0%	1%	2%	9%	15%	3%
	Weighted counts	166	77	89	53	62	14	38	73	93	1	20	35	53	57	31
	Column Comparisons	-											a	A B C	A B C d	
Irrelevant	% within column	87%	88%	86%	86%	87%	89%	87%	87%	87%	97%	95%	89%	72%	55%	86%
	Weighted counts	4,049	1,774	2,275	1,350	1,412	445	841	1,985	2,064	638	1,457	1,317	429	207	881
	Column Comparisons	-	b								b C D E	C D E	D E	E		
NET: Important	% within column	13%	12%	14%	14%	13%	11%	13%	13%	13%	3%	5%	11%	28%	45%	14%
	Weighted counts	612	233	379	217	217	53	126	301	311	19	82	168	171	172	148
	Column Comparisons	-		a								a	A B	A B C	A B C D	
NET: Unimportant	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
	Column Comparisons															
Effective Column n																
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	55%	54%	54%	63%	44%	54%	48%	49%	60%	58%	46%
	Weighted counts	797	522	659	1,544	962	2,099	131	129	154	1,848	663
	Column Comparisons				B					B c	B	
Fairly important	% within column	33%	34%	32%	31%	35%	32%	38%	33%	34%	31%	38%
	Weighted counts	470	333	386	759	765	1,257	105	87	88	987	547
	Column Comparisons				a							A
Not very important	% within column	9%	9%	9%	5%	15%	10%	11%	12%	4%	8%	13%
	Weighted counts	126	88	115	126	320	375	30	31	10	261	183
	Column Comparisons				A	d	D	D				A
Irrelevant	% within column	3%	3%	4%	1%	7%	4%	3%	5%	3%	3%	4%
	Weighted counts	49	32	54	23	143	138	8	14	7	102	64
	Column Comparisons				A							
NET: Important	% within column	88%	88%	86%	94%	79%	87%	86%	83%	94%	89%	83%
	Weighted counts	1,268	855	1,045	2,303	1,727	3,356	235	216	242	2,834	1,210
	Column Comparisons				B					a B C	B	
NET: Unimportant	% within column	12%	12%	14%	6%	21%	13%	14%	17%	6%	11%	17%
	Weighted counts	175	120	169	149	463	513	38	45	16	363	247
	Column Comparisons				A	d	D	D				A
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
	Weighted counts	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Unweighted base	Column Comparisons											
	Weighted counts	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Weighted base	Column Comparisons											
	Weighted counts											
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	37%	39%	35%	38%	35%	38%	37%	32%	41%	17%	26%	40%	62%	65%	38%	35%
	Weighted counts	1,714	785	929	592	568	191	362	740	974	114	394	590	369	247	388	501
	Column Comparisons	-	b							A		A	A B	A B C	A B C		
Fairly important	% within column	34%	27%	40%	36%	36%	30%	31%	37%	32%	34%	35%	37%	29%	29%	36%	35%
	Weighted counts	1,602	539	1,063	562	584	152	304	845	757	223	541	554	175	109	369	504
	Column Comparisons	-		A					b				d e				
Not very important	% within column	20%	21%	19%	19%	20%	22%	20%	21%	19%	33%	26%	16%	7%	5%	18%	21%
	Weighted counts	917	423	494	301	318	109	190	470	447	215	405	238	40	18	190	308
	Column Comparisons	-									b C D E	C D E	D E				
Irrelevant	% within column	9%	13%	6%	7%	10%	9%	11%	10%	8%	16%	13%	7%	3%	2%	8%	9%
	Weighted counts	428	260	168	113	158	46	111	231	197	103	199	103	16	6	83	130
	Column Comparisons	-	B					a			C D E	C D E	D E				
NET: Important	% within column	71%	66%	75%	74%	71%	69%	69%	69%	73%	51%	61%	77%	91%	94%	74%	70%
	Weighted counts	3,316	1,324	1,991	1,154	1,153	343	666	1,585	1,731	338	935	1,144	544	355	756	1,005
	Column Comparisons	-		A						a		a	A B	A B C	A B C		
NET: Unimportant	% within column	29%	34%	25%	26%	29%	31%	31%	31%	27%	49%	39%	23%	9%	6%	26%	30%
	Weighted counts	1,345	683	662	413	476	155	301	701	644	319	605	341	56	24	273	438
	Column Comparisons	-	B						b		b C D E	C D E	D E				
Effective Column n	% within column																
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748	1,016
Column Comparisons																	
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048	1,424
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029	1,443
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	40%	36%	30%	45%	37%	32%	37%	37%	36%	40%
	Weighted counts	391	434	732	979	1,434	88	97	95	1,136	577
	Column Comparisons				A						a
Fairly important	% within column	35%	32%	36%	32%	34%	35%	34%	35%	33%	36%
	Weighted counts	337	392	881	707	1,328	95	88	90	1,068	530
	Column Comparisons			b							
Not very important	% within column	18%	21%	24%	15%	19%	22%	20%	22%	21%	16%
	Weighted counts	171	249	580	334	749	61	52	56	676	240
	Column Comparisons			B						b	
Irrelevant	% within column	8%	11%	11%	8%	9%	11%	9%	7%	10%	8%
	Weighted counts	76	139	259	170	358	29	23	18	318	110
	Column Comparisons			b						b	
NET: Important	% within column	75%	68%	66%	77%	71%	67%	71%	71%	69%	76%
	Weighted counts	728	826	1,613	1,686	2,762	184	185	184	2,204	1,108
	Column Comparisons	d			A						A
NET: Unimportant	% within column	25%	32%	34%	23%	29%	33%	29%	29%	31%	24%
	Weighted counts	247	388	839	504	1,107	90	75	74	993	350
	Column Comparisons		c	B						B	
Effective Column n	% within column										
	Weighted counts	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons										
Unweighted base	% within column										
	Weighted counts	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	% within column										
	Weighted counts	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001), 1, 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	45%	54%	38%	44%	43%	49%	48%	41%	49%	68%	58%	40%	19%	16%	45%
	Weighted counts	2,100	1,089	1,011	690	702	243	466	943	1,157	444	887	595	113	62	459
	Column Comparisons	-	B							A	B C D E	C D E	D E			
Fairly important	% within column	37%	28%	44%	38%	39%	37%	33%	39%	36%	27%	36%	44%	41%	30%	37%
	Weighted counts	1,741	562	1,178	591	643	183	324	896	845	178	548	652	248	115	385
	Column Comparisons	-		A					b			a	A B E	A e		
Not very important	% within column	11%	9%	13%	12%	11%	11%	11%	13%	10%	4%	6%	12%	25%	24%	13%
	Weighted counts	527	181	346	182	182	53	109	300	226	28	85	175	148	91	132
	Column Comparisons	-		A					b				A B	A B C	A B C	
Irrelevant	% within column	6%	9%	4%	7%	6%	4%	7%	6%	6%	1%	1%	4%	15%	29%	5%
	Weighted counts	293	175	118	104	102	19	68	147	146	6	20	64	92	112	53
	Column Comparisons	-	B										A B	A B C	A B C D	
NET: Important	% within column	82%	82%	83%	82%	83%	85%	82%	80%	84%	95%	93%	84%	60%	47%	82%
	Weighted counts	3,841	1,652	2,189	1,281	1,345	426	790	1,839	2,002	622	1,435	1,247	360	177	844
	Column Comparisons	-								a	C D E	C D E	D E	E		
NET: Unimportant	% within column	18%	18%	17%	18%	17%	15%	18%	20%	16%	5%	7%	16%	40%	53%	18%
	Weighted counts	820	356	464	286	284	72	177	447	373	34	105	238	240	203	185
	Column Comparisons	-							b				A B	A B C	A B C D	
Effective Column n																
Weighted counts		3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Column Comparisons																
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	47%	43%	44%	54%	36%	45%	41%	45%	47%	48%	39%
	Weighted counts	682	420	540	1,315	783	1,749	112	118	122	1,529	572
	Column Comparisons				B						B	
Fairly important	% within column	37%	39%	36%	38%	37%	37%	42%	35%	42%	36%	39%
	Weighted counts	536	377	443	925	803	1,425	116	90	110	1,164	574
	Column Comparisons							c		c		
Not very important	% within column	10%	11%	11%	7%	16%	12%	11%	12%	7%	10%	13%
	Weighted counts	150	106	139	169	354	448	30	30	19	328	194
	Column Comparisons					A						a
Irrelevant	% within column	5%	8%	8%	2%	11%	6%	6%	8%	3%	6%	8%
	Weighted counts	75	73	92	44	250	247	16	22	7	176	117
	Column Comparisons					A		d	D			a
NET: Important	% within column	84%	82%	81%	91%	72%	82%	83%	80%	90%	84%	79%
	Weighted counts	1,218	796	983	2,239	1,586	3,173	227	208	232	2,693	1,146
	Column Comparisons				B					a b C	B	
NET: Unimportant	% within column	16%	18%	19%	9%	28%	18%	17%	20%	10%	16%	21%
	Weighted counts	224	179	231	213	604	696	46	52	26	504	312
	Column Comparisons					A	d	d	D			A
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	41%	47%	36%	40%	40%	42%	44%	42%	40%	52%	48%	37%	30%	26%	48%
	Weighted counts	1,905	946	959	621	645	211	427	961	944	339	738	550	179	98	495
	Column Comparisons	-	B								C D E	C D E	d E			C D
Fairly important	% within column	37%	24%	47%	36%	40%	40%	33%	38%	36%	32%	36%	40%	39%	34%	38%
	Weighted counts	1,730	473	1,258	568	647	198	318	871	860	212	558	596	233	131	391
	Column Comparisons	-		A		d							a			
Not very important	% within column	15%	16%	14%	17%	13%	15%	15%	13%	16%	13%	13%	17%	18%	11%	10%
	Weighted counts	697	318	379	262	215	73	147	308	388	88	204	258	105	41	108
	Column Comparisons	-							a				b e	e		
Irrelevant	% within column	7%	14%	2%	7%	7%	3%	8%	6%	8%	3%	3%	5%	14%	29%	3%
	Weighted counts	330	272	58	116	122	17	75	147	183	18	40	80	82	110	34
	Column Comparisons	-	B		c	c		c					a B	A B C	A B C D	
NET: Important	% within column	78%	71%	84%	76%	79%	82%	77%	80%	76%	84%	84%	77%	69%	60%	86%
	Weighted counts	3,635	1,418	2,216	1,189	1,292	409	745	1,831	1,804	551	1,296	1,146	413	229	886
	Column Comparisons	-		A					b		c D E	C D E	D E	e		b C D
NET: Unimportant	% within column	22%	29%	16%	24%	21%	18%	23%	20%	24%	16%	16%	23%	31%	40%	14%
	Weighted counts	1,026	589	437	378	337	89	222	455	571	105	244	339	187	151	142
	Column Comparisons	-	B						a				a B	A B C	A B C d	
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Column Comparisons																
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	44%	37%	34%	46%	35%	42%	35%	35%	37%	42%	39%
	Weighted counts	637	359	413	1,128	769	1,624	95	92	95	1,339	566
	Column Comparisons	c D			B							
Fairly important	% within column	36%	38%	36%	38%	36%	37%	42%	38%	40%	37%	38%
	Weighted counts	526	374	439	931	794	1,412	116	98	105	1,168	561
	Column Comparisons											
Not very important	% within column	14%	17%	19%	13%	17%	15%	16%	16%	15%	15%	14%
	Weighted counts	197	161	230	321	370	572	44	41	40	493	199
	Column Comparisons		a	A b		a						
Irrelevant	% within column	6%	8%	11%	3%	12%	7%	7%	11%	8%	6%	9%
	Weighted counts	83	81	131	72	257	261	19	30	20	198	132
	Column Comparisons	a	A b	A B		A						a
NET: Important	% within column	81%	75%	70%	84%	71%	78%	77%	73%	77%	78%	77%
	Weighted counts	1,164	733	852	2,059	1,563	3,036	210	189	199	2,506	1,127
	Column Comparisons	c D	d		B							
NET: Unimportant	% within column	19%	25%	30%	16%	29%	22%	23%	27%	23%	22%	23%
	Weighted counts	279	243	362	393	627	833	63	71	59	691	331
	Column Comparisons	a	A b	A B c		A						
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons											
	Weighted counts	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	Column Comparisons											
	Weighted counts	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	24%	29%	20%	22%	22%	27%	29%	22%	26%	56%	33%	15%	4%	1%	23%
	Weighted counts	1,117	584	533	340	360	136	281	501	617	364	504	218	26	5	241
	Column Comparisons	-	B					a b	a		B C D E	C D E	D E	e		
Fairly important	% within column	28%	24%	31%	29%	29%	26%	27%	28%	29%	28%	38%	28%	17%	11%	27%
	Weighted counts	1,323	491	831	451	480	131	261	644	679	186	579	414	102	42	274
	Column Comparisons	-		A							D E	A C D E	D E	e		
Not very important	% within column	24%	22%	26%	25%	24%	27%	23%	25%	24%	12%	20%	30%	32%	28%	26%
	Weighted counts	1,138	437	702	386	394	135	223	574	565	80	312	447	193	107	268
	Column Comparisons	-		a								A	A B	A B	A b	
Irrelevant	% within column	23%	25%	22%	25%	24%	19%	21%	25%	22%	4%	9%	27%	47%	59%	24%
	Weighted counts	1,082	495	587	390	394	95	203	568	515	27	145	405	279	226	247
	Column Comparisons	-							b			A	A B	A B C	A B C D	
NET: Important	% within column	52%	54%	51%	50%	52%	54%	56%	50%	55%	84%	70%	43%	21%	12%	50%
	Weighted counts	2,440	1,076	1,365	791	840	268	542	1,145	1,295	550	1,083	632	128	47	515
	Column Comparisons	-							a		B C D E	C D E	D E	e		
NET: Unimportant	% within column	48%	46%	49%	50%	48%	46%	44%	50%	45%	16%	30%	57%	79%	88%	50%
	Weighted counts	2,221	932	1,289	776	789	230	425	1,141	1,079	106	457	853	472	333	514
	Column Comparisons	-							b			A	A B	A B C	A B C d	
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base	Column Comparisons															
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base	Column Comparisons															
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	24%	22%	27%	27%	20%	24%	23%	24%	25%	26%	19%
	Weighted counts	343	210	323	670	445	928	62	64	64	833	284
	Column Comparisons				B						B	
Fairly important	% within column	31%	28%	27%	34%	22%	28%	27%	24%	33%	29%	26%
	Weighted counts	441	276	332	840	477	1,101	75	63	84	943	377
	Column Comparisons				B					c	b	
Not very important	% within column	22%	26%	25%	24%	25%	25%	25%	23%	22%	24%	26%
	Weighted counts	320	252	299	586	546	954	69	59	56	752	385
	Column Comparisons											
Irrelevant	% within column	23%	24%	21%	15%	33%	23%	25%	29%	21%	21%	28%
	Weighted counts	339	236	260	356	722	886	67	75	55	670	412
	Column Comparisons					A			d			A
NET: Important	% within column	54%	50%	54%	62%	42%	52%	50%	49%	57%	56%	45%
	Weighted counts	784	487	655	1,510	922	2,029	137	127	148	1,776	661
	Column Comparisons				B					c	B	
NET: Unimportant	% within column	46%	50%	46%	38%	58%	48%	50%	51%	43%	44%	55%
	Weighted counts	659	489	559	942	1,268	1,840	136	134	110	1,421	797
	Column Comparisons					A			d			A
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling	% within column	15%	17%	14%	13%	14%	23%	17%	14%	16%	29%	20%	10%	8%	5%	21%
	Weighted counts	704	338	366	199	230	113	161	315	388	188	301	146	50	19	216
	Column Comparisons	-	b				A B d	a		a	B C D E	C D E	e			B c D
Essential	% within column	27%	23%	29%	28%	27%	24%	26%	26%	27%	38%	34%	22%	16%	14%	30%
	Weighted counts	1,246	466	780	440	435	118	252	600	646	252	523	323	93	54	307
	Column Comparisons	-		A							C D E	C D E	d e			D
Fairly important	% within column	32%	29%	35%	33%	32%	29%	33%	33%	31%	26%	32%	37%	32%	28%	29%
	Weighted counts	1,499	573	926	516	515	147	321	764	735	172	486	543	192	106	297
	Column Comparisons	-		A									A e			
Not very important	% within column	26%	31%	22%	26%	28%	24%	24%	27%	25%	7%	15%	32%	44%	53%	20%
	Weighted counts	1,213	631	582	412	448	120	232	608	605	45	229	473	264	200	210
	Column Comparisons	-	B									A	A B	A B C	A B C d	
Irrelevant	% within column	42%	40%	43%	41%	41%	46%	43%	40%	44%	67%	54%	32%	24%	19%	51%
	Weighted counts	1,949	804	1,145	639	666	231	414	915	1,034	439	824	469	143	74	522
	Column Comparisons	-								a	B C D E	C D E	d E			B C D
NET: Important	% within column	58%	60%	57%	59%	59%	54%	57%	60%	56%	33%	46%	68%	76%	81%	49%
	Weighted counts	2,712	1,204	1,508	928	963	267	553	1,371	1,340	217	715	1,016	457	306	507
	Column Comparisons	-							b			A	A B	A B c	A B C	
NET: Unimportant	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
	Column Comparisons															
Effective Column n																
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	13%	14%	13%	17%	13%	15%	12%	12%	15%	17%	11%
	Weighted counts	188	141	159	424	276	598	34	32	40	539	165
	Column Comparisons				B						B	
Fairly important	% within column	29%	26%	22%	32%	21%	27%	28%	24%	24%	28%	25%
	Weighted counts	425	251	263	772	467	1,046	76	62	62	884	359
	Column Comparisons	D			B							
Not very important	% within column	33%	31%	34%	33%	32%	31%	34%	34%	38%	32%	32%
	Weighted counts	483	306	413	801	691	1,217	94	90	98	1,030	469
	Column Comparisons											
Irrelevant	% within column	24%	28%	31%	19%	34%	26%	26%	29%	23%	23%	32%
	Weighted counts	347	277	379	454	755	1,008	70	76	58	744	465
	Column Comparisons		A	A b		A						A
NET: Important	% within column	42%	40%	35%	49%	34%	42%	40%	36%	39%	45%	36%
	Weighted counts	613	392	422	1,197	744	1,644	109	94	102	1,423	524
	Column Comparisons	D	d		B						B	
NET: Unimportant	% within column	58%	60%	65%	51%	66%	58%	60%	64%	61%	55%	64%
	Weighted counts	830	583	792	1,255	1,446	2,225	164	166	156	1,774	934
	Column Comparisons	A	A	A B c		A						A
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons											
Unweighted base		1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base		1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QC4_8: Thinking about how you communicate with friends and family, how important to you is...	Instant messaging	30%	33%	28%	26%	29%	37%	34%	27%	32%	61%	42%	19%	8%	5%	33%
Essential	% within column	30%	33%	28%	26%	29%	37%	34%	27%	32%	61%	42%	19%	8%	5%	33%
	Weighted counts	1,392	658	734	411	466	185	330	625	767	399	641	286	45	20	342
	Column Comparisons	-	b				A b	A b		a	B C D E	C D E	D E			c d
Fairly important	% within column	27%	24%	28%	27%	27%	26%	26%	28%	26%	29%	35%	27%	14%	9%	26%
	Weighted counts	1,246	492	755	427	439	128	253	636	610	188	536	400	86	36	264
	Column Comparisons	-		a							D E	a C D E	D E			
Not very important	% within column	21%	20%	22%	23%	21%	19%	19%	21%	21%	8%	16%	26%	31%	27%	20%
	Weighted counts	980	399	580	354	342	96	188	487	493	55	239	393	189	104	202
	Column Comparisons	-										A	A B	A B	A B	
Irrelevant	% within column	22%	23%	22%	24%	23%	18%	20%	24%	21%	2%	8%	27%	47%	58%	21%
	Weighted counts	1,043	459	585	375	382	90	196	538	505	14	123	406	281	220	221
	Column Comparisons	-										A	A B	A B C	A B C d	
NET: Important	% within column	57%	57%	56%	53%	56%	63%	60%	55%	58%	89%	76%	46%	22%	15%	59%
	Weighted counts	2,638	1,150	1,488	838	904	313	583	1,261	1,377	587	1,178	686	131	56	606
	Column Comparisons	-					a b	a			B C D E	C D E	D E	e		c
NET: Unimportant	% within column	43%	43%	44%	47%	44%	37%	40%	45%	42%	11%	24%	54%	78%	85%	41%
	Weighted counts	2,023	858	1,165	729	725	185	384	1,025	998	69	362	799	469	324	423
	Column Comparisons	-			c d	c						A	A B	A B C	A B C d	
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
	Column Comparisons															
Unweighted base		4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base		4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics													
			SEG		Working status		UK nation			Rurality			
QC4_8: Thinking about how you communicate with friends and family, how important to you is... Instant messaging			C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column		33%	25%	27%	36%	23%	30%	29%	27%	31%	33%	23%
	Weighted counts		472	246	332	881	507	1,162	79	70	80	1,056	333
	Column Comparisons		c d			B						B	
Fairly important	% within column		28%	26%	27%	32%	21%	27%	27%	23%	30%	28%	24%
	Weighted counts		403	255	324	786	456	1,037	73	59	78	896	350
	Column Comparisons					B						b	
Not very important	% within column		18%	24%	23%	18%	24%	21%	22%	21%	20%	20%	24%
	Weighted counts		265	232	282	451	520	814	59	55	52	634	343
	Column Comparisons			b	b		A						a
Irrelevant	% within column		21%	25%	23%	14%	32%	22%	23%	29%	19%	19%	30%
	Weighted counts		303	242	276	334	707	856	63	76	48	610	432
	Column Comparisons						A			D			A
NET: Important	% within column		61%	51%	54%	68%	44%	57%	55%	50%	61%	61%	47%
	Weighted counts		875	501	656	1,667	963	2,199	151	129	158	1,953	682
	Column Comparisons		C d			B					c	B	
NET: Unimportant	% within column		39%	49%	46%	32%	56%	43%	45%	50%	39%	39%	53%
	Weighted counts		568	474	558	785	1,227	1,670	122	131	100	1,244	775
	Column Comparisons			a B	b		A			d			A
Effective Column n	% within column												
	Weighted counts		1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons												
Unweighted base			1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base			1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns			B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	11%	12%	11%	10%	11%	16%	14%	11%	12%	21%	16%	7%	5%	2%	14%
	Weighted counts	535	249	286	149	175	80	131	251	284	141	246	110	30	8	142
	Column Comparisons	-					a b	a			b C D E	C D E	e			
Fairly important	% within column	34%	26%	41%	34%	36%	33%	34%	36%	33%	44%	40%	33%	23%	21%	37%
	Weighted counts	1,604	512	1,091	532	581	167	324	819	785	290	615	484	136	78	383
	Column Comparisons	-		A							C D E	C D E	D E			d
Not very important	% within column	30%	26%	34%	30%	30%	31%	32%	30%	30%	22%	29%	34%	37%	29%	29%
	Weighted counts	1,420	530	890	474	489	153	305	697	724	145	442	505	219	109	301
	Column Comparisons	-		A								a	A b	A b e		
Irrelevant	% within column	24%	36%	15%	26%	24%	20%	21%	23%	25%	12%	15%	26%	36%	49%	20%
	Weighted counts	1,102	716	386	412	384	99	207	519	583	81	236	386	215	184	202
	Column Comparisons	-	B										A B	A B C	A B C D	
NET: Important	% within column	46%	38%	52%	43%	46%	50%	47%	47%	45%	66%	56%	40%	28%	23%	51%
	Weighted counts	2,139	761	1,377	681	756	247	455	1,070	1,068	430	862	594	166	87	525
	Column Comparisons	-		A							B C D E	C D E	D E			c D
NET: Unimportant	% within column	54%	62%	48%	57%	54%	50%	53%	53%	55%	34%	44%	60%	72%	77%	49%
	Weighted counts	2,522	1,247	1,276	886	873	251	512	1,216	1,306	226	678	891	434	293	504
	Column Comparisons	-	B									A	A B	A B C	A B C	
Effective Column n	% within column															
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279	748
Unweighted base	Column Comparisons															
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391	1,048
Weighted base	Column Comparisons															
	Weighted counts	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380	1,029
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics												
QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Essential	% within column	11%	11%	11%	14%	9%	12%	10%	10%	14%	12%	9%
	Weighted counts	153	106	134	342	192	446	27	27	35	399	135
	Column Comparisons				B						b	
Fairly important	% within column	36%	33%	31%	39%	30%	35%	33%	29%	34%	37%	29%
	Weighted counts	519	326	376	949	648	1,349	90	75	89	1,175	429
	Column Comparisons				B						B	
Not very important	% within column	31%	31%	30%	29%	32%	30%	38%	31%	33%	29%	33%
	Weighted counts	446	307	366	721	690	1,151	105	80	85	933	485
	Column Comparisons							a c				a
Irrelevant	% within column	23%	24%	28%	18%	30%	24%	19%	30%	19%	22%	28%
	Weighted counts	325	237	338	441	660	924	51	78	49	690	409
	Column Comparisons			A b		A			B D			A
NET: Important	% within column	47%	44%	42%	53%	38%	46%	43%	39%	48%	49%	39%
	Weighted counts	672	431	510	1,290	840	1,795	117	102	124	1,574	563
	Column Comparisons				B					c	B	
NET: Unimportant	% within column	53%	56%	58%	47%	62%	54%	57%	61%	52%	51%	61%
	Weighted counts	771	544	704	1,162	1,350	2,074	156	158	134	1,623	894
	Column Comparisons		a	A		A			d			A
Effective Column n	% within column											
	Weighted counts	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
Unweighted base	Column Comparisons											
	Weighted counts	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	Column Comparisons											
	Weighted counts	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Section D: Volume & Use of Postal Services - Sending

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD1_1: Items sent in the last month...					Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+		
Invitations/ greetings cards/ postcards		Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years	years	AB	C1
None	% within column	48%	58%	41%	47%	46%	47%	53%	53%	43%	62%	53%	46%	36%	34%	40%	47%
	Weighted counts	2,960	1,540	1,420	739	749	699	772	1,605	1,355	536	1,065	904	282	173	550	882
	Column Comparisons	-	B				a b c	B			B C D E	C D E	D E				A
1 or 2	% within column	29%	22%	34%	34%	27%	24%	29%	27%	30%	28%	29%	28%	29%	29%	31%	30%
	Weighted counts	1,755	579	1,176	540	439	361	416	805	950	239	586	557	225	148	429	560
	Column Comparisons	-		A	B C d		c			a						d	d
3 or 4	% within column	10%	8%	12%	10%	11%	8%	10%	8%	12%	4%	8%	11%	15%	15%	11%	11%
	Weighted counts	608	202	406	162	179	123	143	240	368	34	166	217	114	77	150	204
	Column Comparisons	-		A						A		A	A b	A B c	A B c		
5 to 10	% within column	8%	7%	8%	6%	9%	9%	7%	7%	9%	5%	7%	8%	10%	13%	10%	8%
	Weighted counts	483	189	295	96	152	133	102	217	267	43	135	161	79	65	134	141
	Column Comparisons	-				a	a						a	a b	A B c	D	
11 to 20	% within column	3%	3%	3%	1%	3%	5%	1%	2%	3%	0%	2%	3%	5%	3%	3%	2%
	Weighted counts	160	66	93	19	55	73	13	57	103	3	47	56	36	16	41	44
	Column Comparisons	-				a D	A D			a		a	A	A b	A		
21+	% within column	3%	2%	3%	1%	3%	6%	1%	3%	3%	0%	1%	3%	6%	5%	5%	2%
	Weighted counts	165	61	104	10	56	88	11	80	85	3	24	67	45	27	74	43
	Column Comparisons	-				A D	A b D						A B	A B c	A B	B c D	d
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
					Not	NET:	NET:				
QD1_1: Items sent in the last month...					working	England	Scot-		N.		
Invitations/ greetings cards/ postcards		C2	DE				and	Wales	Ireland	Urban	Rural
None	% within column	49%	57%	51%	45%	47%	45%	49%	64%	50%	45%
	Weighted counts	617	912	1,641	1,301	2,415	163	165	217	2,119	833
	Column Comparisons	A	A B C	B					A B C	b	
1 or 2	% within column	28%	25%	30%	27%	29%	31%	25%	19%	29%	29%
	Weighted counts	361	405	969	778	1,493	111	86	65	1,224	527
	Column Comparisons			b		d	D	d			
3 or 4	% within column	9%	9%	8%	12%	10%	11%	11%	7%	9%	12%
	Weighted counts	112	142	267	340	507	41	36	23	394	214
	Column Comparisons				A		d	d			a
5 to 10	% within column	9%	6%	7%	9%	8%	7%	7%	5%	7%	9%
	Weighted counts	119	90	229	251	416	25	23	18	319	165
	Column Comparisons	d			a						
11 to 20	% within column	2%	3%	2%	3%	3%	3%	4%	1%	3%	2%
	Weighted counts	30	45	66	93	133	10	12	5	114	46
	Column Comparisons				a						
21+	% within column	2%	1%	2%	4%	2%	4%	5%	3%	2%	3%
	Weighted counts	31	17	60	105	125	13	17	11	103	62
	Column Comparisons	d			A						
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
QD1_2: Items sent in the last month...					Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+			
Personal letters		Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years	years	AB	C1	C2
None	% within column	70%	78%	64%	71%	68%	71%	71%	70%	71%	76%	71%	71%	65%	61%	63%	71%	71%
	Weighted counts	4,308	2,060	2,248	1,112	1,108	1,050	1,038	2,092	2,216	651	1,441	1,399	507	310	865	1,333	896
	Column Comparisons	-	B								b c D E	d E	d E			A	A	A
1 or 2	% within column	22%	16%	27%	23%	24%	20%	21%	22%	22%	19%	22%	21%	28%	28%	26%	23%	23%
	Weighted counts	1,370	423	947	363	397	297	313	673	697	165	439	411	215	140	354	423	297
	Column Comparisons	-		A										a b c	a b c	D	d	d
3 or 4	% within column	4%	3%	4%	3%	4%	4%	4%	4%	4%	2%	3%	4%	4%	6%	6%	3%	3%
	Weighted counts	224	79	145	49	59	62	55	108	117	16	66	83	29	30	79	59	39
	Column Comparisons	-		a									a		a	b c d		
5 to 10	% within column	3%	2%	4%	2%	3%	4%	3%	4%	3%	2%	3%	3%	3%	4%	5%	2%	2%
	Weighted counts	190	60	130	33	51	61	45	108	81	20	65	58	26	21	65	44	32
	Column Comparisons	-		a			a									b c		
11 to 20	% within column	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%
	Weighted counts	31	14	17	10	11	5	5	18	13	3	12	9	3	4	9	11	6
	Column Comparisons	-																
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	8	0	8	0	2	3	2	5	3	3	1	2	1	0	4	2	0
	Column Comparisons	-		a														
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QD1_2: Items sent in the last month...					NET:	NET:			
Personal letters		DE	Work- ing	Not working	Engl- and	Scotl- and	N. Ireland	Urban	Rural
None	% within column	75%	70%	70%	69%	73%	73%	77%	70%
	Weighted counts	1,213	2,264	2,022	3,533	266	246	263	3,008
	Column Comparisons	A b c							
1 or 2	% within column	18%	23%	22%	23%	20%	20%	18%	23%
	Weighted counts	297	733	636	1,171	72	68	60	937
	Column Comparisons								
3 or 4	% within column	3%	3%	4%	4%	4%	4%	3%	4%
	Weighted counts	47	112	109	187	15	13	9	162
	Column Comparisons								
5 to 10	% within column	3%	3%	3%	3%	2%	3%	2%	3%
	Weighted counts	48	101	85	164	8	11	6	136
	Column Comparisons								
11 to 20	% within column	0%	1%	0%	1%	0%	0%	0%	1%
	Weighted counts	4	18	13	28	1	0	2	24
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	4	4	6	0	1	1	5
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD1_3: Items sent in the last month...		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
Formal letters to organisations or individuals		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	57%	66%	51%	58%	58%	58%	55%	55%	60%	63%	56%	55%	57%	64%	46%	58%	60%
	Weighted counts	3,515	1,738	1,777	901	947	860	806	1,653	1,862	540	1,126	1,080	447	323	637	1,085	767
	Column Comparisons	-	B							a	b c				b c	A	A	A
1 or 2	% within column	31%	26%	35%	31%	31%	29%	33%	31%	31%	26%	32%	33%	32%	27%	38%	32%	29%
	Weighted counts	1,899	672	1,226	490	501	425	483	935	964	224	646	640	252	137	525	608	369
	Column Comparisons	-		A									a			b C D	D	d
3 or 4	% within column	7%	5%	8%	6%	6%	7%	7%	8%	6%	5%	7%	8%	5%	5%	8%	6%	6%
	Weighted counts	401	132	269	96	99	110	96	228	173	47	138	149	41	26	110	106	81
	Column Comparisons	-		A					b									
5 to 10	% within column	4%	3%	5%	5%	4%	5%	4%	5%	3%	5%	5%	4%	5%	4%	6%	4%	4%
	Weighted counts	270	79	191	74	70	67	60	162	109	44	96	76	37	18	88	67	48
	Column Comparisons	-		A					b							b c d		
11 to 20	% within column	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%
	Weighted counts	30	14	16	5	10	10	5	16	14	1	11	14	4	1	9	4	3
	Column Comparisons	-																
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	15	0	15	1	2	5	7	10	5	3	7	4	1	1	7	3	1
	Column Comparisons	-		a														
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QD1_3: Items sent in the last month...					NET:	NET:			
Formal letters to organisations or individuals		DE	Work- ing	Not working	Engl- and	Scotl- and	N. Ireland	Urban	Rural
None	% within column	64%	53%	62%	57%	57%	57%	64%	57%
	Weighted counts	1,025	1,728	1,767	2,897	207	195	217	1,053
	Column Comparisons	A b		A					
1 or 2	% within column	25%	34%	27%	32%	30%	30%	24%	31%
	Weighted counts	397	1,103	787	1,606	110	100	82	1,313
	Column Comparisons		B						
3 or 4	% within column	6%	7%	6%	6%	7%	7%	6%	7%
	Weighted counts	103	221	179	329	27	23	22	275
	Column Comparisons								
5 to 10	% within column	4%	5%	4%	4%	5%	5%	4%	4%
	Weighted counts	68	146	123	220	17	16	17	191
	Column Comparisons								
11 to 20	% within column	1%	1%	0%	1%	0%	1%	0%	0%
	Weighted counts	14	22	9	26	1	2	2	26
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	4	11	4	11	0	3	1	11
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	70%	70%	70%	70%	70%	72%	69%	68%	72%	72%	69%	71%	69%	68%	65%	72%	68%
	Weighted counts	4,289	1,833	2,456	1,091	1,135	1,057	1,005	2,030	2,259	621	1,388	1,394	542	344	900	1,351	858
	Column Comparisons	-								A							A c	
1 or 2	% within column	22%	23%	20%	23%	20%	22%	21%	23%	20%	20%	22%	20%	24%	24%	23%	20%	24%
	Weighted counts	1,319	607	712	357	328	321	313	683	636	169	439	401	190	119	320	382	309
	Column Comparisons	-	b															d
3 or 4	% within column	5%	6%	5%	5%	6%	4%	7%	6%	5%	5%	6%	6%	5%	7%	7%	5%	5%
	Weighted counts	334	157	176	73	96	64	100	182	151	39	113	111	36	35	94	101	69
	Column Comparisons	-																
5 to 10	% within column	3%	1%	4%	3%	3%	2%	2%	3%	2%	3%	4%	2%	2%	1%	4%	2%	2%
	Weighted counts	158	30	128	40	56	30	32	91	67	24	72	44	12	6	50	32	30
	Column Comparisons	-		A												b		
11 to 20	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
	Weighted counts	23	9	13	4	9	5	3	14	8	2	8	11	0	1	9	6	2
	Column Comparisons	-																
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	9	0	9	1	4	0	3	4	5	3	2	2	1	1	3	1	2
	Column Comparisons	-		a														
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
None	% within column	73%	67%	73%	69%	76%	77%	69%	71%
	Weighted counts	1,180	2,177	2,093	3,516	277	261	236	1,315
	Column Comparisons	A c		A		a d	a d		
1 or 2	% within column	19%	23%	20%	22%	17%	15%	21%	21%
	Weighted counts	308	736	575	1,133	62	52	72	384
	Column Comparisons		b		c		c		
3 or 4	% within column	4%	6%	5%	5%	4%	5%	7%	5%
	Weighted counts	69	199	131	278	16	16	24	101
	Column Comparisons		b						
5 to 10	% within column	3%	3%	2%	3%	2%	2%	3%	2%
	Weighted counts	46	97	61	133	8	8	8	41
	Column Comparisons								
11 to 20	% within column	0%	1%	0%	0%	0%	0%	0%	0%
	Weighted counts	6	17	6	21	0	1	0	4
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	6	3	7	0	1	0	2
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	1,521
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	59%	71%	50%	59%	57%	60%	58%	59%	59%	60%	53%	56%	67%	77%	52%	59%
	Weighted counts	3,597	1,860	1,738	930	929	886	852	1,764	1,833	516	1,077	1,090	526	388	712	1,110
	Column Comparisons	-	B								b			a B C	A B C d		A
1 or 2	% within column	29%	21%	35%	29%	30%	28%	29%	29%	30%	28%	31%	32%	26%	20%	33%	29%
	Weighted counts	1,796	565	1,232	460	490	421	425	864	932	239	624	631	202	100	459	546
	Column Comparisons	-		A							e	E	d E	e		b D	d
3 or 4	% within column	6%	3%	7%	5%	5%	6%	7%	6%	6%	6%	7%	6%	4%	2%	7%	6%
	Weighted counts	352	91	261	83	87	85	97	167	185	55	137	119	29	12	99	114
	Column Comparisons	-		A							e	d e	e			d	
5 to 10	% within column	5%	4%	6%	4%	6%	5%	5%	6%	4%	5%	7%	5%	3%	1%	6%	4%
	Weighted counts	308	97	211	68	102	67	71	172	136	44	147	90	21	6	84	84
	Column Comparisons	-		A					b		e	c D E	e				
11 to 20	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	1%
	Weighted counts	52	20	31	16	13	17	5	24	27	3	28	21	0	0	18	12
	Column Comparisons	-										d	d				
21+	% within column	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%
	Weighted counts	26	4	23	10	7	3	6	13	13	2	10	11	3	0	4	7
	Column Comparisons	-		a													
NET: Any sent	% within column	41%	29%	50%	41%	43%	40%	42%	41%	41%	40%	47%	44%	33%	23%	48%	41%
	Weighted counts	2,534	777	1,757	637	700	592	605	1,240	1,293	342	946	872	255	118	664	763
	Column Comparisons	-		A							d E	a D E	D E	e		B c D	d
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Unweighted base	% within column																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base	% within column																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
None	% within column	57%	65%	53%	65%	59%	57%	58%	63%	59%	58%
	Weighted counts	726	1,049	1,720	1,862	2,981	206	198	213	2,515	1,077
	Column Comparisons	a	A b C		A						
1 or 2	% within column	30%	25%	33%	25%	29%	31%	29%	27%	29%	30%
	Weighted counts	384	408	1,055	729	1,493	113	100	91	1,240	551
	Column Comparisons	d		B							
3 or 4	% within column	6%	4%	6%	5%	6%	6%	5%	6%	6%	6%
	Weighted counts	73	66	206	146	292	21	19	20	243	109
	Column Comparisons										
5 to 10	% within column	5%	5%	6%	4%	5%	5%	5%	4%	5%	5%
	Weighted counts	64	76	199	106	260	18	17	13	217	90
	Column Comparisons			B							
11 to 20	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	13	8	33	18	41	3	5	2	38	13
	Column Comparisons										
21+	% within column	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	9	6	19	7	22	1	2	1	21	5
	Column Comparisons										
NET: Any sent	% within column	43%	35%	47%	35%	41%	43%	42%	37%	41%	42%
	Weighted counts	544	562	1,512	1,007	2,108	156	142	127	1,758	769
	Column Comparisons	D		B							
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons										
	Weighted counts	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons										
	Weighted counts	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	70%	82%	60%	72%	68%	67%	71%	70%	69%	68%	65%	70%	76%	83%	65%	70%
	Weighted counts	4,269	2,166	2,103	1,130	1,111	997	1,032	2,115	2,154	580	1,307	1,371	592	420	897	1,307
	Column Comparisons	-	B										b	a B c	A B C d		
1 or 2	% within column	22%	13%	29%	21%	23%	23%	21%	22%	22%	23%	24%	22%	20%	13%	23%	22%
	Weighted counts	1,340	331	1,009	325	373	341	301	652	689	194	496	427	155	68	323	414
	Column Comparisons	-		A							e	E	E	e			
3 or 4	% within column	4%	3%	6%	3%	5%	5%	4%	4%	5%	5%	5%	4%	3%	2%	6%	4%
	Weighted counts	270	74	197	52	74	79	65	115	155	47	110	80	23	11	81	73
	Column Comparisons	-		A												d	
5 to 10	% within column	3%	2%	4%	3%	3%	3%	3%	3%	3%	4%	4%	3%	1%	1%	5%	3%
	Weighted counts	200	53	148	47	56	51	46	102	99	31	91	63	9	7	63	60
	Column Comparisons	-		A							d	D e	d			d	
11 to 20	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%
	Weighted counts	36	11	25	8	11	9	8	16	20	3	13	17	4	0	6	15
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	15	2	13	5	4	2	5	4	10	3	8	4	0	0	5	5
	Column Comparisons	-		a													
NET: Any sent	% within column	30%	18%	40%	28%	32%	33%	29%	30%	31%	32%	35%	30%	24%	17%	35%	30%
	Weighted counts	1,862	470	1,392	437	518	481	425	889	973	278	717	591	190	86	479	566
	Column Comparisons	-		A							d E	c D E	d E	e		D	
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Unweighted base	% within column																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base	% within column																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
None	% within column	69%	73%	66%	74%	70%	67%	67%	71%	67%
	Weighted counts	881	1,184	2,134	2,120	3,561	242	226	240	3,030
	Column Comparisons		A		A				b	
1 or 2	% within column	22%	20%	24%	19%	22%	25%	23%	21%	24%
	Weighted counts	282	322	782	547	1,100	89	78	73	898
	Column Comparisons			B						
3 or 4	% within column	5%	3%	5%	4%	4%	5%	5%	4%	5%
	Weighted counts	60	56	156	112	220	20	15	15	182
	Column Comparisons									88
5 to 10	% within column	3%	2%	4%	3%	3%	3%	4%	3%	4%
	Weighted counts	39	38	125	73	164	10	15	11	133
	Column Comparisons			b						67
11 to 20	% within column	0%	1%	1%	0%	1%	0%	1%	0%	1%
	Weighted counts	5	10	24	13	31	1	3	1	19
	Column Comparisons									a
21+	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	3	1	11	4	12	0	2	0	10
	Column Comparisons									4
NET: Any sent	% within column	31%	27%	34%	26%	30%	33%	33%	29%	29%
	Weighted counts	389	427	1,097	749	1,528	121	113	100	1,242
	Column Comparisons			B						a
Effective Column n	% within column									
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882
Unweighted base	Column Comparisons									1,521
	Weighted counts	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base	Column Comparisons									2,103
	Weighted counts	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273
Columns	Column Comparisons									1,847
	Weighted counts	C	D	A	B	A	B	C	D	A
	Column Comparisons									B
	Weighted counts									

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
QD1_7: Items sent in the last month...					Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+			
Items requiring a signature		Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years	years	AB	C1	C2
None	% within column	73%	82%	67%	75%	73%	72%	73%	72%	74%	71%	66%	74%	82%	87%	68%	74%	73%
	Weighted counts	4,483	2,153	2,330	1,173	1,184	1,065	1,061	2,171	2,312	609	1,342	1,451	641	441	934	1,379	931
	Column Comparisons	-	B										B	A B C	A B C d		a	a
1 or 2	% within column	21%	15%	26%	21%	21%	21%	21%	21%	21%	21%	25%	21%	16%	10%	24%	21%	21%
	Weighted counts	1,287	386	900	323	348	317	299	626	661	183	515	413	123	52	329	398	269
	Column Comparisons	-		A							d E	c D E	d E	e		d		
3 or 4	% within column	3%	2%	3%	2%	3%	3%	3%	3%	2%	4%	4%	2%	1%	1%	4%	2%	3%
	Weighted counts	171	51	120	33	48	45	45	97	74	32	79	42	11	6	52	39	34
	Column Comparisons	-		a							d e	c d e						
5 to 10	% within column	3%	2%	3%	2%	3%	3%	3%	3%	2%	4%	3%	2%	1%	1%	4%	3%	2%
	Weighted counts	161	41	120	31	43	40	47	92	69	31	69	48	6	7	50	48	31
	Column Comparisons	-		A							d	d	d					
11 to 20	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
	Weighted counts	19	5	14	4	2	11	1	10	9	2	12	5	1	0	8	5	4
	Column Comparisons	-																
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	10	0	10	2	4	0	4	7	3	2	6	3	0	0	3	4	1
	Column Comparisons	-		a														
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QD1_7: Items sent in the last month...					NET:	NET:			
Items requiring a signature		DE	Work- ing	Not working	Engl- and	Scotl- and	N. Ireland	Urban	Rural
None	% within column	77%	69%	78%	73%	75%	74%	77%	74%
	Weighted counts	1,239	2,220	2,241	3,696	272	252	3,119	1,360
	Column Comparisons	A		A					
1 or 2	% within column	18%	24%	18%	22%	20%	18%	21%	21%
	Weighted counts	291	765	517	1,097	72	62	894	385
	Column Comparisons		B						
3 or 4	% within column	3%	3%	2%	3%	3%	4%	3%	2%
	Weighted counts	47	113	54	137	12	12	125	46
	Column Comparisons		b						
5 to 10	% within column	2%	3%	2%	3%	1%	3%	3%	3%
	Weighted counts	31	112	49	137	5	11	109	52
	Column Comparisons		B						
11 to 20	% within column	0%	0%	0%	0%	0%	1%	1%	0%
	Weighted counts	3	14	5	14	1	2	16	3
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	8	2	9	0	1	8	1
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	2,882	1,521
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	3,985	2,103
Weighted base		1,611	3,231	2,869	5,089	362	340	4,273	1,847
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

								Demographics										
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services		Methodology			Quarter				Gender		Age					SEG		
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	88%	94%	83%	86%	87%	91%	87%	89%	88%	86%	88%	89%	90%	85%	89%	87%	
	Weighted counts	5,369	2,461	2,907	1,336	1,413	1,348	1,271	2,602	2,767	751	1,740	1,729	696	452	1,171	1,656	1,100
	Column Comparisons	-	B				A b d									a		
1 or 2	% within column	9%	5%	12%	11%	10%	6%	10%	9%	9%	9%	10%	9%	8%	10%	9%	11%	
	Weighted counts	558	130	427	167	159	89	143	276	282	74	198	176	68	43	137	167	134
	Column Comparisons	-		A	C	c		c								b		
3 or 4	% within column	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	
	Weighted counts	83	14	69	19	25	22	18	53	30	14	38	19	6	6	31	15	13
	Column Comparisons	-		A					b							b		
5 to 10	% within column	1%	0%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	0%	2%	1%	1%
	Weighted counts	79	7	71	19	28	12	20	51	28	15	31	23	7	2	26	22	14
	Column Comparisons	-		A					b									
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	14	3	12	4	3	4	3	7	7	2	4	7	1	0	6	3	2
	Column Comparisons	-																
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	10	2	8	3	1	3	3	6	4	0	5	2	3	0	3	4	3
	Column Comparisons	-																
Effective Column n	% within column																	
	Weighted counts	4,401	1,328	3,074	1,114	1,171	1,066	1,051	2,150	2,252	560	1,375	1,439	637	390	1,009	1,335	911
	Column Comparisons																	
Unweighted base		6,087	1,836	4,251	1,541	1,619	1,474	1,453	2,973	3,114	775	1,902	1,990	881	539	1,396	1,846	1,260
Weighted base		6,112	2,618	3,495	1,548	1,629	1,478	1,457	2,994	3,118	856	2,017	1,956	780	504	1,373	1,867	1,266
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6087; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QD1_8: Items sent in the last month...					NET:	NET:			
Other important items which involve postal or delivery services		DE	Work- ing	Not working	Engl- and	Scotl- and	N. Ireland	Urban	Rural
None	% within column	90%	87%	89%	88%	88%	89%	88%	89%
	Weighted counts	1,441	2,806	2,538	4,441	319	301	3,741	1,619
	Column Comparisons	a							
1 or 2	% within column	7%	10%	8%	9%	10%	8%	9%	9%
	Weighted counts	120	311	243	470	35	27	395	161
	Column Comparisons								
3 or 4	% within column	1%	2%	1%	1%	1%	2%	2%	1%
	Weighted counts	24	52	29	67	5	6	65	18
	Column Comparisons								
5 to 10	% within column	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	18	43	35	68	4	4	53	26
	Column Comparisons								
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	3	5	10	14	0	0	11	3
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	6	4	10	0	0	8	2
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,146	2,251	2,130	2,769	567	541	2,881	1,513
	Column Comparisons								
Unweighted base		1,585	3,113	2,946	3,829	784	748	3,985	2,093
Weighted base		1,606	3,223	2,858	5,070	362	340	4,273	1,828
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6087; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

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

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
0%	% within column	41%	55%	35%	44%	41%	39%	39%	36%	45%	23%	29%	48%	69%	70%	47%	43%
	Weighted counts	1,035	429	607	278	289	232	236	451	584	80	275	421	177	83	309	327
	Column Comparisons	-	B						A				A B	A B C	A B C	C d	c
1-10%	% within column	10%	9%	11%	8%	9%	12%	12%	9%	11%	12%	10%	10%	9%	11%	8%	9%
	Weighted counts	258	73	186	50	64	74	71	117	141	41	91	90	23	13	55	68
	Column Comparisons	-															
11-20%	% within column	5%	4%	5%	3%	5%	5%	7%	7%	3%	7%	6%	4%	2%	2%	6%	5%
	Weighted counts	124	31	93	19	36	29	40	82	41	24	58	35	4	3	40	36
	Column Comparisons	-						a	B								
21-30%	% within column	4%	3%	5%	3%	4%	5%	3%	5%	3%	5%	6%	3%	0%	0%	5%	3%
	Weighted counts	102	20	82	19	31	31	21	58	44	17	59	26	0	0	34	22
	Column Comparisons	-		a							d e	c D e	d				
31-40%	% within column	3%	1%	3%	3%	2%	2%	3%	3%	2%	5%	4%	1%	2%	1%	2%	3%
	Weighted counts	67	12	55	21	17	11	18	41	26	18	35	8	4	2	14	23
	Column Comparisons	-		a							C	c					
41-50%	% within column	4%	4%	5%	6%	5%	3%	3%	6%	3%	4%	7%	3%	1%	2%	4%	4%
	Weighted counts	109	28	81	36	33	20	21	69	40	13	64	26	4	2	28	27
	Column Comparisons	-							b			c d					
51-60%	% within column	2%	1%	3%	1%	3%	3%	1%	2%	2%	4%	3%	2%	0%	0%	2%	2%
	Weighted counts	57	10	47	8	22	20	7	28	29	12	27	17	1	0	12	13
	Column Comparisons	-															
61-70%	% within column	3%	2%	4%	2%	3%	3%	4%	4%	2%	6%	4%	1%	1%	0%	4%	3%
	Weighted counts	74	12	62	15	22	15	22	46	29	21	37	13	4	0	29	25
	Column Comparisons	-		a							C d e	c					
71-80%	% within column	3%	1%	4%	3%	2%	4%	4%	3%	3%	3%	4%	3%	1%	1%	3%	3%
	Weighted counts	82	10	71	19	16	24	22	37	45	11	40	26	4	1	18	20
	Column Comparisons	-		a													
81-90%	% within column	4%	2%	4%	3%	4%	3%	4%	4%	3%	3%	5%	3%	2%	3%	3%	3%
	Weighted counts	92	15	77	17	30	18	27	50	42	10	47	26	5	3	21	23
	Column Comparisons	-		a													
91-100%	% within column	20%	17%	21%	22%	19%	19%	19%	19%	20%	26%	22%	19%	11%	6%	15%	22%
	Weighted counts	499	136	363	140	132	113	113	241	258	90	204	170	28	7	98	172
	Column Comparisons	-									c D E	d E	d e				a

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2634; Base: Those who sent small parcels in the previous month

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
0%	% within column	35%	37%	35%	50%	40%	50%	42%	45%	39%	44%
	Weighted counts	190	209	527	503	839	79	60	58	694	339
	Column Comparisons			A							
1-10%	% within column	12%	12%	10%	11%	11%	7%	8%	9%	9%	12%
	Weighted counts	65	70	146	112	225	11	11	12	167	92
	Column Comparisons										
11-20%	% within column	6%	3%	6%	3%	5%	4%	6%	2%	5%	4%
	Weighted counts	30	17	92	32	106	6	9	3	91	31
	Column Comparisons			b							
21-30%	% within column	5%	4%	5%	2%	4%	1%	2%	2%	4%	3%
	Weighted counts	25	21	78	20	94	2	3	3	78	23
	Column Comparisons			B							
31-40%	% within column	3%	2%	3%	2%	3%	4%	2%	2%	3%	3%
	Weighted counts	16	14	46	19	55	5	3	2	47	20
	Column Comparisons										
41-50%	% within column	4%	6%	6%	2%	4%	4%	3%	4%	5%	3%
	Weighted counts	22	32	86	23	94	6	4	5	85	22
	Column Comparisons			B							
51-60%	% within column	2%	4%	3%	2%	2%	4%	3%	4%	2%	2%
	Weighted counts	11	21	39	18	43	6	4	5	40	17
	Column Comparisons										
61-70%	% within column	2%	2%	3%	2%	3%	2%	3%	2%	3%	2%
	Weighted counts	11	9	52	20	64	4	4	3	60	14
	Column Comparisons										
71-80%	% within column	4%	4%	4%	2%	3%	3%	5%	2%	3%	3%
	Weighted counts	23	20	58	24	68	5	7	3	57	24
	Column Comparisons										
81-90%	% within column	4%	5%	4%	3%	4%	4%	4%	2%	4%	2%
	Weighted counts	21	27	57	35	78	6	5	3	73	19
	Column Comparisons										
91-100%	% within column	22%	20%	21%	18%	20%	17%	22%	22%	20%	20%
	Weighted counts	118	111	316	181	414	26	31	28	346	153
	Column Comparisons	a									

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2634; Base: Those who sent small parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Don't know	% within column	1%	0%	2%	3%	1%	1%	1%	2%	1%	2%	1%	2%	1%	3%	1%	1%
	Weighted counts	35	1	34	17	7	4	7	20	14	5	8	15	2	4	6	7
	Column Comparisons	-		a													
NET: 1-50%	% within column	26%	21%	28%	23%	26%	28%	28%	30%	23%	33%	32%	21%	14%	17%	26%	23%
	Weighted counts	660	164	496	144	180	164	171	368	292	114	307	184	35	20	172	176
	Column Comparisons	-		a					B		C D e	C D e	d				
NET: 51-100%	% within column	32%	24%	35%	31%	32%	32%	32%	32%	31%	42%	38%	29%	16%	10%	27%	33%
	Weighted counts	803	183	620	199	223	191	191	401	402	144	356	251	42	11	177	252
	Column Comparisons	-		A							C D E	C D E	D E				
Effective Column n	% within column																
	Weighted counts	1,915	360	1,555	489	525	457	444	910	1,005	236	673	676	225	105	495	572
	Column Comparisons																
Unweighted base		2,634	495	2,139	672	722	629	611	1,252	1,382	325	926	930	309	144	681	787
Weighted base		2,534	777	1,757	637	700	592	605	1,240	1,293	342	946	872	255	118	664	763
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2634; Base: Those who sent small parcels in the previous month
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
	% within column	2%	2%	1%	2%	1%	1%	1%	3%	1%	2%
Don't know	Weighted counts	11	11	14	20	29	1	2	3	21	14
	Column Comparisons				a						
	% within column	29%	27%	30%	20%	27%	20%	21%	19%	27%	25%
NET: 1-50%	Weighted counts	158	154	448	205	574	31	30	25	467	189
	Column Comparisons			B							
	% within column	34%	33%	35%	28%	32%	29%	35%	32%	33%	30%
NET: 51-100%	Weighted counts	185	188	522	278	666	46	50	41	576	227
	Column Comparisons			b							
	% within column										
Effective Column n	Weighted counts	420	427	1,127	779	1,210	254	241	210	1,256	655
	Column Comparisons										
Unweighted base		578	588	1,550	1,071	1,665	349	331	289	1,728	901
Weighted base		544	562	1,512	1,007	2,108	156	142	127	1,758	769
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2634; Base: Those who sent small parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
0%	% within column	37%	50%	32%	38%	37%	38%	34%	34%	39%	20%	25%	44%	63%	71%	41%	39%
	Weighted counts	682	236	446	165	191	182	144	299	383	56	183	263	119	61	194	223
	Column Comparisons	-	B							a			A B	A B C	A B C		
1-10%	% within column	10%	9%	10%	9%	8%	11%	11%	11%	9%	10%	10%	10%	8%	10%	9%	8%
	Weighted counts	183	43	140	38	44	55	46	95	88	29	73	57	16	9	41	45
	Column Comparisons	-															
11-20%	% within column	5%	5%	6%	4%	5%	5%	8%	6%	4%	5%	8%	4%	3%	2%	6%	6%
	Weighted counts	101	23	79	15	25	26	35	58	44	13	57	24	6	1	26	33
	Column Comparisons	-															
21-30%	% within column	4%	4%	4%	3%	3%	7%	5%	6%	3%	6%	5%	4%	2%	0%	5%	3%
	Weighted counts	79	18	61	11	16	32	21	53	27	18	37	21	4	0	24	18
	Column Comparisons	-							b								
31-40%	% within column	4%	3%	4%	6%	4%	3%	3%	5%	3%	8%	4%	2%	1%	3%	3%	5%
	Weighted counts	72	14	58	25	22	13	12	43	29	23	32	14	1	2	15	27
	Column Comparisons	-									c d						
41-50%	% within column	4%	3%	5%	6%	4%	3%	5%	5%	4%	6%	7%	2%	2%	0%	5%	3%
	Weighted counts	82	14	69	28	20	15	20	41	41	18	48	12	4	0	26	16
	Column Comparisons	-									c	c					
51-60%	% within column	3%	2%	3%	3%	3%	3%	2%	3%	3%	5%	3%	1%	2%	0%	3%	3%
	Weighted counts	50	8	42	15	13	15	7	24	26	15	24	8	3	0	14	15
	Column Comparisons	-									c						
61-70%	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	3%	3%	1%	1%	1%	2%	2%
	Weighted counts	36	4	32	7	12	9	8	21	15	7	19	8	1	1	10	10
	Column Comparisons	-															
71-80%	% within column	3%	1%	4%	3%	4%	2%	4%	3%	3%	4%	5%	2%	1%	1%	3%	3%
	Weighted counts	57	7	50	12	19	11	15	26	31	12	33	9	1	1	12	20
	Column Comparisons	-		a													
81-90%	% within column	3%	2%	4%	4%	5%	2%	3%	4%	3%	4%	4%	4%	1%	1%	3%	3%
	Weighted counts	65	9	56	18	26	8	12	37	28	11	29	22	2	1	15	15
	Column Comparisons	-															
91-100%	% within column	22%	19%	23%	21%	24%	21%	23%	20%	25%	25%	24%	24%	13%	7%	21%	23%
	Weighted counts	416	91	325	91	126	102	97	175	241	69	175	141	25	6	98	133
	Column Comparisons	-							a		d e	d e	d e				

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2012; Base: Those who sent large parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
0%	% within column	32%	33%	31%	44%	35%	46%	40%	43%	34%	42%
	Weighted counts	126	139	344	331	538	56	45	43	421	260
	Column Comparisons				A						a
1-10%	% within column	13%	11%	10%	10%	10%	9%	12%	7%	9%	11%
	Weighted counts	51	46	106	77	152	11	13	7	114	68
	Column Comparisons										
11-20%	% within column	5%	5%	6%	4%	6%	3%	5%	5%	6%	3%
	Weighted counts	21	21	66	33	87	3	6	5	80	21
	Column Comparisons									b	
21-30%	% within column	3%	6%	6%	2%	5%	3%	3%	2%	5%	3%
	Weighted counts	13	25	64	15	70	4	3	2	61	18
	Column Comparisons			B							
31-40%	% within column	4%	4%	5%	3%	4%	2%	2%	4%	4%	3%
	Weighted counts	15	15	49	23	64	3	2	4	54	18
	Column Comparisons										
41-50%	% within column	6%	4%	5%	3%	5%	4%	4%	3%	5%	3%
	Weighted counts	23	17	60	21	70	5	4	3	62	17
	Column Comparisons			b							
51-60%	% within column	2%	3%	3%	2%	3%	4%	2%	3%	3%	2%
	Weighted counts	9	12	35	15	41	4	2	3	39	12
	Column Comparisons										
61-70%	% within column	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%
	Weighted counts	9	7	22	10	31	3	1	1	29	7
	Column Comparisons										
71-80%	% within column	4%	2%	4%	2%	3%	2%	3%	2%	3%	2%
	Weighted counts	17	8	40	17	48	2	4	2	42	14
	Column Comparisons										
81-90%	% within column	3%	6%	4%	3%	4%	3%	3%	3%	4%	3%
	Weighted counts	11	24	41	24	56	3	3	3	48	17
	Column Comparisons										
91-100%	% within column	21%	24%	23%	21%	22%	20%	24%	24%	22%	23%
	Weighted counts	82	103	257	159	340	24	27	24	272	144
	Column Comparisons										

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2012; Base: Those who sent large parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Don't know	% within column	2%	1%	2%	3%	1%	2%	2%	2%	2%	3%	1%	2%	3%	4%	1%	2%
	Weighted counts	38	3	34	12	7	12	8	18	20	8	7	13	7	3	4	11
	Column Comparisons	-		a													
NET: 1-50%	% within column	28%	24%	29%	27%	24%	29%	31%	33%	23%	36%	34%	22%	17%	14%	27%	25%
	Weighted counts	518	111	407	118	126	141	134	290	229	101	247	127	31	12	132	139
	Column Comparisons	-		a					B		C D e	C D e					
NET: 51-100%	% within column	34%	25%	36%	33%	38%	30%	33%	32%	35%	41%	39%	32%	17%	11%	31%	34%
	Weighted counts	624	119	505	143	195	147	139	282	342	113	280	188	33	10	149	193
	Column Comparisons	-		A							c D E	c D E	D E				
Effective Column n	% within column																
	Weighted counts	1,471	227	1,245	351	418	372	330	686	785	196	535	483	178	79	376	445
	Column Comparisons																
Unweighted base		2,012	310	1,702	480	572	509	451	938	1,074	268	732	661	243	108	514	608
Weighted base		1,862	470	1,392	437	518	481	425	889	973	278	717	591	190	86	479	566
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2012; Base: Those who sent large parcels in the previous month

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Don't know	% within column	3%	2%	1%	3%	2%	1%	1%	3%	2%	3%
	Weighted counts	12	10	14	24	32	1	1	3	20	17
	Column Comparisons				a						
NET: 1-50%	% within column	32%	29%	31%	23%	29%	22%	25%	21%	30%	23%
	Weighted counts	123	125	345	169	443	26	29	21	371	143
	Column Comparisons			B						b	
NET: 51-100%	% within column	33%	36%	36%	30%	34%	31%	33%	33%	35%	32%
	Weighted counts	128	153	394	225	516	37	38	33	430	194
	Column Comparisons			b							
Effective Column n	% within column										
	Weighted counts	319	332	851	611	900	200	195	176	925	543
	Column Comparisons										
Unweighted base		436	454	1,164	836	1,231	273	267	241	1,265	742
Weighted base		389	427	1,097	749	1,528	121	113	100	1,242	613
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2012; Base: Those who sent large parcels in the previous month

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	17%	5%	21%	22%	15%	13%	21%	19%	16%	24%	21%	11%	6%	**	23%	15%
	Weighted counts	295	22	273	83	71	54	87	158	137	72	160	57	6		93	77
	Column Comparisons	-		A	c			c			C D e	C d e				b d	
	% within column	81%	92%	77%	77%	83%	86%	77%	80%	82%	73%	77%	87%	94%	**	75%	83%
No	Weighted counts	1,374	371	1,003	299	392	365	319	679	695	224	585	435	93		302	418
	Column Comparisons	-	B				a d					A B	A b				
	% within column	2%	2%	1%	1%	2%	1%	2%	2%	2%	3%	1%	2%	1%	**	1%	2%
	Weighted counts	29	10	19	4	10	6	9	14	14	10	10	8	1		5	8
I don't know	Column Comparisons	-															
	% within column																
	Weighted counts	1,302	176	1,126	302	365	320	315	604	698	217	553	408	92	32	296	388
	Column Comparisons																
Effective Column n																	
Unweighted base		1,761	238	1,523	409	493	433	426	817	944	293	748	552	125	43	400	525
Weighted base		1,698	402	1,296	386	472	425	415	851	847	306	755	500	100	37	400	502
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1761; Base: Those who sent parcels to people who bought products from them online in the previous month; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
Yes	% within column	16%	15%	20%	13%	18%	18%	13%	6%	19%	14%
	Weighted counts	63	62	221	74	262	16	12	4	227	67
	Column Comparisons			b		d	D	d		b	
No	% within column	82%	82%	79%	84%	80%	80%	85%	92%	79%	85%
	Weighted counts	320	335	876	488	1,151	70	83	71	957	413
	Column Comparisons				a				b		a
I don't know	% within column	2%	3%	1%	3%	2%	1%	2%	3%	2%	1%
	Weighted counts	6	10	12	17	24	1	2	2	24	5
	Column Comparisons				a						
Effective Column n	% within column										
	Weighted counts	305	313	845	452	848	149	170	135	876	424
	Column Comparisons										
Unweighted base		413	423	1,142	611	1,147	202	230	182	1,184	573
Weighted base		389	407	1,109	579	1,437	87	97	77	1,208	484
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1761; Base: Those who sent parcels to people who bought products from them online in the previous month; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Up to £1.00	% within column	20%	28%	14%	22%	15%	20%	23%	22%	18%	29%	19%	19%	18%	17%	13%
	Weighted counts	1,234	732	502	350	247	301	336	662	572	249	388	369	142	87	180
	Column Comparisons	-	B		B		b	B	b		B C D E					
£1.01 to £2.00	% within column	11%	14%	9%	12%	13%	9%	11%	11%	12%	10%	9%	11%	14%	18%	9%
	Weighted counts	692	372	321	181	214	137	160	326	366	85	182	219	112	93	123
	Column Comparisons	-	B			c								a b	A B C	
£2.01 to £4.00	% within column	13%	12%	14%	14%	13%	11%	14%	12%	14%	13%	12%	12%	15%	19%	14%
	Weighted counts	810	317	493	222	217	169	202	369	441	115	242	235	120	97	191
	Column Comparisons	-		a											b C	
£4.01 to £6.00	% within column	12%	10%	13%	12%	12%	12%	11%	11%	12%	10%	10%	13%	13%	13%	13%
	Weighted counts	713	273	440	181	198	172	162	340	373	87	209	250	101	66	173
	Column Comparisons	-		a												
£6.01 to £10.00	% within column	12%	10%	14%	14%	11%	11%	13%	12%	12%	10%	13%	12%	13%	10%	13%
	Weighted counts	745	260	485	217	176	163	189	364	381	82	271	241	98	53	177
	Column Comparisons	-		A												
£10.01 to £20.00	% within column	12%	9%	15%	11%	14%	14%	10%	12%	13%	9%	15%	14%	10%	9%	15%
	Weighted counts	763	239	524	175	230	210	148	361	402	76	295	268	82	43	209
	Column Comparisons	-		A		d	d					a d e	a e			d
£20.01 to £30.00	% within column	7%	5%	8%	5%	8%	8%	6%	7%	7%	5%	8%	7%	6%	4%	9%
	Weighted counts	409	127	282	72	129	123	84	201	207	44	159	134	50	22	121
	Column Comparisons	-		A		a	A d									d
£30.01 to £40.00	% within column	3%	1%	3%	2%	3%	3%	3%	2%	3%	2%	3%	3%	1%	1%	4%
	Weighted counts	157	39	118	28	44	46	39	71	87	15	64	66	10	3	51
	Column Comparisons	-		A								e	d e			
£40.01 to £50.00	% within column	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	3%
	Weighted counts	87	23	64	21	21	29	16	40	47	8	33	23	16	6	39
	Column Comparisons	-		a												b D
Over £50	% within column	2%	2%	3%	2%	2%	3%	1%	2%	2%	2%	3%	2%	2%	1%	4%
	Weighted counts	135	40	95	28	36	50	20	71	64	16	60	41	15	4	49
	Column Comparisons	-		a			a d									d
I don't know	% within column	6%	8%	5%	6%	7%	5%	7%	6%	6%	9%	6%	6%	4%	6%	4%
	Weighted counts	368	209	160	90	112	72	95	193	176	76	114	112	34	33	56
	Column Comparisons	-	B								b c d					

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Up to £1.00	% within column	19%	21%	27%	18%	22%	20%	20%	23%	24%	20%	20%
	Weighted counts	349	265	440	589	644	1,001	74	79	80	869	365
	Column Comparisons	A	A	A B C		A						
£1.01 to £2.00	% within column	12%	11%	13%	10%	13%	12%	11%	10%	7%	11%	11%
	Weighted counts	216	140	213	313	378	594	41	33	24	487	205
	Column Comparisons			a		A						
£2.01 to £4.00	% within column	16%	11%	11%	12%	14%	14%	13%	10%	9%	13%	14%
	Weighted counts	299	140	180	402	404	698	46	35	31	552	255
	Column Comparisons	c d										
£4.01 to £6.00	% within column	12%	12%	11%	12%	11%	12%	13%	11%	9%	12%	11%
	Weighted counts	216	151	173	380	325	598	46	37	32	505	204
	Column Comparisons											
£6.01 to £10.00	% within column	13%	13%	10%	13%	12%	12%	13%	14%	11%	12%	12%
	Weighted counts	241	160	166	412	332	616	45	46	38	515	230
	Column Comparisons											
£10.01 to £20.00	% within column	12%	12%	11%	14%	11%	13%	13%	12%	11%	12%	14%
	Weighted counts	224	156	174	453	307	638	47	40	38	510	253
	Column Comparisons				B							
£20.01 to £30.00	% within column	6%	7%	5%	8%	5%	7%	7%	5%	5%	7%	7%
	Weighted counts	121	89	78	257	150	348	25	17	18	284	124
	Column Comparisons				B							
£30.01 to £40.00	% within column	2%	2%	2%	3%	2%	2%	2%	3%	3%	3%	2%
	Weighted counts	41	27	38	102	55	126	9	11	11	113	44
	Column Comparisons				b							
£40.01 to £50.00	% within column	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	2%
	Weighted counts	17	18	13	46	41	68	6	7	6	50	37
	Column Comparisons											a
Over £50	% within column	2%	2%	1%	3%	2%	2%	3%	4%	2%	2%	2%
	Weighted counts	36	26	23	85	49	105	11	12	6	96	38
	Column Comparisons				b							
I don't know	% within column	6%	8%	7%	6%	6%	6%	4%	6%	16%	7%	5%
	Weighted counts	107	96	109	183	177	280	13	21	54	279	87
	Column Comparisons		a	a					b	A B C	b	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$). Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
I prefer not to say	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%
	Weighted counts	18	6	12	2	3	8	5	7	11	6	6	5	1	0	8
	Column Comparisons	-														
NET: Up to £20	% within column	81%	83%	79%	85%	79%	78%	82%	81%	81%	81%	78%	81%	84%	87%	77%
	Weighted counts	4,958	2,193	2,765	1,327	1,283	1,150	1,198	2,421	2,536	694	1,587	1,582	655	440	1,053
	Column Comparisons	-	B		B C			c						b	a B c	
NET: Over £20	% within column	13%	9%	16%	10%	14%	17%	11%	13%	13%	10%	16%	13%	12%	7%	19%
	Weighted counts	787	229	558	149	231	248	160	383	405	83	316	263	91	34	259
	Column Comparisons	-		A		a d	A D					A d E	a E	e		B C D
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics											
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?											
SEG			Working status			UK nation			Rurality		
C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
I prefer not to say	% within column	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	5	2	3	9	8	15	0	0	2	10
	Column Comparisons										
NET: Up to £20	% within column	83%	80%	84%	79%	83%	81%	82%	80%	71%	81%
	Weighted counts	1,546	1,012	1,346	2,550	2,390	4,146	299	270	243	3,440
	Column Comparisons	A		A c		A	D	D	d		
NET: Over £20	% within column	11%	13%	9%	15%	10%	13%	14%	14%	12%	13%
	Weighted counts	215	160	152	490	294	648	51	48	41	544
	Column Comparisons		d		B						
	% within column										
Effective Column n	Weighted counts	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons										
Unweighted base		1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		B	C	D	A	B	A	B	C	D	A
											B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$). Part 4 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	92%	93%	92%	94%	91%	92%	92%	91%	93%	90%	93%	94%	91%	88%	92%	93%
	Weighted counts	2,791	847	1,944	688	763	690	650	1,305	1,486	378	1,016	952	305	139	719	866
	Column Comparisons	-								a							
Hermes	% within column	14%	12%	15%	12%	12%	17%	16%	15%	14%	17%	17%	12%	10%	7%	15%	13%
	Weighted counts	425	106	318	87	101	125	111	208	217	71	186	121	35	12	118	121
	Column Comparisons	-		a							c d e	c d e					
Parcelforce	% within column	8%	11%	7%	9%	8%	8%	9%	9%	8%	9%	10%	8%	5%	6%	10%	8%
	Weighted counts	256	100	155	64	65	61	65	134	122	37	113	81	15	9	76	73
	Column Comparisons	-	b														
DHL	% within column	7%	7%	7%	7%	7%	6%	8%	9%	5%	13%	11%	2%	0%	1%	9%	7%
	Weighted counts	206	60	146	50	60	41	54	126	80	53	125	25	1	1	68	61
	Column Comparisons	-							B		C D E	C D E	d				
DPD	% within column	6%	5%	7%	6%	5%	5%	7%	7%	5%	10%	10%	2%	1%	1%	6%	6%
	Weighted counts	181	43	137	46	46	36	53	104	76	41	111	22	5	2	50	57
	Column Comparisons	-							b		C D e	C D e					
Collect+	% within column	6%	3%	7%	3%	6%	7%	6%	5%	6%	7%	8%	5%	2%	2%	8%	5%
	Weighted counts	175	28	147	25	54	55	41	73	102	29	90	46	8	3	62	47
	Column Comparisons	-		A		a	a				d	c d e					
Yodel	% within column	5%	4%	5%	4%	5%	6%	6%	5%	5%	7%	7%	3%	2%	2%	6%	4%
	Weighted counts	153	39	114	29	40	43	40	72	80	30	81	34	5	3	47	35
	Column Comparisons	-									c d	C d					
FedEx	% within column	5%	4%	6%	4%	4%	5%	6%	7%	4%	11%	7%	2%	1%	1%	7%	3%
	Weighted counts	152	36	116	32	38	36	46	96	56	48	80	19	4	2	58	32
	Column Comparisons	-							B		b C D E	C D e				b d	
UPS	% within column	3%	2%	3%	3%	2%	2%	4%	4%	2%	3%	4%	1%	2%	1%	3%	2%
	Weighted counts	77	17	60	19	18	14	26	53	24	12	43	14	7	2	24	15
	Column Comparisons	-							B			c					
UK Mail	% within column	2%	0%	2%	2%	1%	1%	2%	2%	1%	3%	2%	1%	1%	3%	2%	1%
	Weighted counts	48	4	44	12	10	10	15	24	23	11	23	7	3	5	12	9
	Column Comparisons	-		a													
TNT Express	% within column	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	0%	2%	1%
	Weighted counts	38	13	25	12	8	9	9	29	9	7	21	8	2	0	15	10
	Column Comparisons	-							b								

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Royal Mail	% within column	92%	93%	92%	93%	92%	91%	92%	97%	93%	91%
	Weighted counts	577	629	1,623	1,153	2,313	169	161	148	1,926	859
	Column Comparisons								b c		
Hermes	% within column	16%	13%	16%	12%	14%	13%	14%	12%	13%	16%
	Weighted counts	100	85	272	152	356	25	25	19	274	151
	Column Comparisons			b							
Parcelforce	% within column	10%	7%	10%	7%	9%	8%	7%	9%	9%	8%
	Weighted counts	61	46	174	82	214	15	12	14	184	71
	Column Comparisons			b							
DHL	% within column	6%	6%	9%	4%	7%	7%	6%	3%	7%	5%
	Weighted counts	36	41	160	45	178	13	10	5	155	51
	Column Comparisons			B							
DPD	% within column	6%	6%	8%	4%	6%	5%	5%	4%	7%	3%
	Weighted counts	36	37	132	49	157	9	8	6	151	30
	Column Comparisons			B						B	
Collect+	% within column	5%	5%	7%	4%	6%	7%	5%	7%	6%	5%
	Weighted counts	30	37	123	52	141	14	10	11	125	51
	Column Comparisons			b							
Yodel	% within column	7%	4%	6%	3%	5%	4%	5%	5%	6%	4%
	Weighted counts	41	30	110	43	128	8	8	8	116	37
	Column Comparisons			b							
FedEx	% within column	6%	4%	7%	3%	5%	4%	3%	2%	6%	3%
	Weighted counts	35	26	116	33	136	7	6	3	119	32
	Column Comparisons			B						b	
UPS	% within column	3%	2%	4%	1%	3%	2%	1%	0%	3%	2%
	Weighted counts	22	16	62	15	71	4	2	0	61	16
	Column Comparisons			B			d				
UK Mail	% within column	2%	2%	2%	1%	2%	2%	0%	1%	1%	2%
	Weighted counts	11	15	33	14	43	3	1	1	30	18
	Column Comparisons										
TNT Express	% within column	1%	1%	2%	0%	1%	2%	0%	0%	2%	1%
	Weighted counts	9	4	33	6	34	3	0	1	32	6
	Column Comparisons			b							

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD5: Which of the following companies have you used to send parcels in the last month?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	0%	0%	0%	2%	1%	
	Weighted counts	32	15	17	6	9	9	7	24	8	5	25	2	0	0	13	6
	Column Comparisons	-							b			c					
Citipost	% within column	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	1%	
	Weighted counts	21	1	20	5	7	2	8	14	8	6	14	0	2	0	6	9
	Column Comparisons	-		a							c	c					
Other	% within column	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	5%	1%	1%	
	Weighted counts	37	17	21	8	11	15	4	15	23	4	9	11	6	8	9	12
	Column Comparisons	-												a b c			
I don't know	% within column	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	2%	4%	2%	2%	2%	
	Weighted counts	58	19	39	13	14	14	16	31	26	14	10	17	12	4	19	16
	Column Comparisons	-									b		b				
Effective Column n	% within column																
	Weighted counts	2,307	431	1,876	571	636	576	525	1,072	1,235	289	792	792	296	138	596	706
	Column Comparisons																
Unweighted base		3,165	591	2,574	783	872	790	720	1,471	1,694	397	1,087	1,086	406	189	818	968
Weighted base		3,020	913	2,107	736	834	746	704	1,431	1,589	419	1,094	1,013	335	158	783	933
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Interlink	% within column	1%	1%	2%	0%	1%	1%	0%	0%	1%	0%
	Weighted counts	7	5	29	2	30	1	1	0	28	4
	Column Comparisons			B						b	
Citipost	% within column	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%
	Weighted counts	3	3	17	4	20	1	0	0	19	3
	Column Comparisons										
Other	% within column	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%
	Weighted counts	11	5	15	22	32	1	2	2	16	21
	Column Comparisons										a
I don't know	% within column	1%	2%	1%	3%	2%	3%	1%	1%	1%	3%
	Weighted counts	5	17	26	31	47	6	2	2	31	26
	Column Comparisons										a
Effective Column n	% within column										
	Weighted counts	488	518	1,322	973	1,451	300	297	259	1,487	816
	Column Comparisons										
Unweighted base		669	710	1,814	1,335	1,991	412	407	355	2,040	1,119
Weighted base		627	678	1,756	1,246	2,505	185	176	154	2,071	942
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics																						
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	4%	2%	4%	**	**	**	4%	4%	3%	4%	4%	3%	2%	**	4%	3%	4%	4%	4%	4%	4%
	Weighted counts	25	5	20				25	13	13	4	12	7	1		7	6	6	6	16	10	22
	Column Comparisons	-						-														
No	% within column	96%	98%	96%	**	**	**	96%	96%	97%	96%	96%	97%	98%	**	96%	97%	96%	96%	96%	96%	96%
	Weighted counts	679	202	477				679	330	349	93	262	225	60		191	202	147	139	412	258	562
	Column Comparisons	-						-														
Effective Column n	% within column																					
	Weighted counts	533	105	429	0	0	0	533	240	294	66	205	172	56	34	142	151	118	122	310	219	329
	Column Comparisons																					
Unweighted base		719	141	578	0	0	0	719	323	396	89	276	232	76	46	192	204	159	164	418	295	443
Weighted base		704	207	497	0	0	0	704	343	361	97	274	232	61	39	198	208	153	145	427	267	583
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 719; Base: Those who sent parcels in the previous month (added in April 2017); Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
		NET:		N.		
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics		Scotl- and	Wal- es	Irel- and	Urb- an	Rural
<i>% within column</i>		2%	2%	5%	3%	6%
Yes	<i>Weighted counts</i>	1	1	2	15	11
<i>Column Comparisons</i>						
<i>% within column</i>		98%	98%	95%	97%	94%
No	<i>Weighted counts</i>	41	43	33	508	169
<i>Column Comparisons</i>						
<i>% within column</i>						
Effective Column n	<i>Weighted counts</i>	69	74	62	361	171
<i>Column Comparisons</i>						
Unweighted base		93	100	83	486	231
Weighted base		42	44	35	522	180
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 719; Base: Those who sent parcels in the previous month (added in April 2017); Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
QD6: And how did you send these parcels?													
At a Post Office, using Royal Mail or Parcelforce over the counter services	% within column	82%	80%	83%	85%	81%	85%	79%	82%	83%	77%	81%	85%
	Weighted counts	2,486	729	1,757	624	676	633	553	1,172	1,315	325	884	863
	Column Comparisons	-		a	d		d						a
Royal Mail postbox (using stamps)	% within column	26%	24%	27%	24%	24%	27%	30%	25%	27%	39%	32%	20%
	Weighted counts	790	218	573	174	201	202	213	360	431	162	347	204
	Column Comparisons	-									b C D E	C D e	
Online collection and delivery services, i.e. organised pick-up from home	% within column	10%	7%	12%	9%	9%	12%	10%	11%	9%	11%	13%	9%
	Weighted counts	308	66	243	67	78	93	71	160	149	46	143	89
	Column Comparisons	-		a								c d	
Non-Post Office counter services	% within column	10%	7%	11%	7%	10%	13%	8%	11%	9%	11%	13%	8%
	Weighted counts	296	67	229	55	83	98	60	160	137	45	140	82
	Column Comparisons	-		a			a d		b			c d	
Other method	% within column	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%
	Weighted counts	40	11	29	9	11	13	8	14	26	4	11	9
	Column Comparisons	-											
I don't know	% within column	1%	1%	1%	1%	1%	2%	2%	2%	1%	4%	1%	1%
	Weighted counts	44	14	30	8	10	12	14	26	17	16	9	11
	Column Comparisons	-									b c		
Effective Column n	% within column												
	Weighted counts	2,307	431	1,876	571	636	576	525	1,072	1,235	289	792	792
	Column Comparisons												
Unweighted base		3,165	591	2,574	783	872	790	720	1,471	1,694	397	1,087	1,086
Weighted base		3,020	913	2,107	736	834	746	704	1,431	1,589	419	1,094	1,013
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 1 of 3

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Age		SEG				Working status		UK nation			
		65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland
QD6: And how did you send these parcels?													
At a Post Office, using Royal Mail or Parcelforce over the counter services	% within column	86%	80%	81%	85%	83%	80%	83%	82%	82%	84%	83%	88%
	Weighted counts	288	127	633	789	521	544	1,453	1,020	2,049	156	145	136
	Column Comparisons												
Royal Mail postbox (using stamps)	% within column	15%	18%	28%	23%	27%	28%	29%	23%	27%	23%	24%	19%
	Weighted counts	49	28	217	213	167	193	505	282	676	43	42	29
	Column Comparisons							B					
Online collection and delivery services, i.e. organised pick-up from home	% within column	6%	6%	13%	9%	11%	9%	12%	8%	10%	11%	12%	10%
	Weighted counts	21	9	98	84	68	59	207	99	253	20	21	15
	Column Comparisons							b					
Non-Post Office counter services	% within column	6%	5%	11%	9%	9%	9%	12%	7%	10%	13%	10%	9%
	Weighted counts	21	8	89	88	58	61	203	93	241	25	17	13
	Column Comparisons							b					
Other method	% within column	3%	3%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	11	5	12	13	11	4	18	23	35	2	2	2
	Column Comparisons	c											
I don't know	% within column	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%
	Weighted counts	5	2	10	13	8	13	20	22	35	4	2	2
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	296	138	596	706	488	518	1,322	973	1,451	300	297	259
	Column Comparisons												
Unweighted base		406	189	818	968	669	710	1,814	1,335	1,991	412	407	355
Weighted base		335	158	783	933	627	678	1,756	1,246	2,505	185	176	154
Columns		D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 2 of 3

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
		Rurality	
		Urban	Rural
QD6: And how did you send these parcels?			
At a Post Office, using Royal Mail or Parcelforce over the counter services	<i>% within column</i>	82%	83%
	<i>Weighted counts</i>	1,699	785
	<i>Column Comparisons</i>		
Royal Mail postbox (using stamps)	<i>% within column</i>	28%	22%
	<i>Weighted counts</i>	580	206
	<i>Column Comparisons</i>	b	
Online collection and delivery services, i.e. organised pick-up from home	<i>% within column</i>	10%	11%
	<i>Weighted counts</i>	203	106
	<i>Column Comparisons</i>		
Non-Post Office counter services	<i>% within column</i>	10%	10%
	<i>Weighted counts</i>	204	92
	<i>Column Comparisons</i>		
Other method	<i>% within column</i>	1%	2%
	<i>Weighted counts</i>	22	18
	<i>Column Comparisons</i>		
I don't know	<i>% within column</i>	1%	2%
	<i>Weighted counts</i>	25	18
	<i>Column Comparisons</i>		
Effective Column n	<i>% within column</i>		
	<i>Weighted counts</i>	1,487	816
	<i>Column Comparisons</i>		
Unweighted base		2,040	1,119
Weighted base		2,071	942
Columns		A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lower cost of postage	% within column	37%	30%	39%	39%	36%	35%	38%	36%	37%	35%	36%	40%	36%	**	31%	36%	45%	38%
	Weighted counts	217	41	176	47	57	66	48	108	109	28	98	67	18		56	62	57	42
	Column Comparisons	-																	
More convenient for me to have the parcel collected	% within column	24%	15%	26%	19%	26%	23%	26%	23%	24%	18%	26%	24%	21%	**	20%	24%	25%	28%
	Weighted counts	140	20	120	23	41	42	33	69	71	15	69	40	11		37	40	32	31
	Column Comparisons	-		a															
More convenient for me to drop the parcel off	% within column	24%	17%	26%	26%	19%	29%	20%	24%	24%	28%	23%	26%	16%	**	25%	26%	20%	23%
	Weighted counts	140	23	117	32	29	54	25	72	69	22	62	44	9		45	44	26	26
	Column Comparisons	-																	
Better ability to track the delivery	% within column	19%	11%	21%	20%	21%	20%	13%	18%	19%	24%	19%	17%	17%	**	21%	18%	18%	16%
	Weighted counts	110	15	96	24	33	36	17	55	55	19	52	28	9		38	31	24	17
	Column Comparisons	-		a															
Quicker delivery	% within column	16%	9%	19%	16%	14%	16%	21%	18%	14%	23%	21%	7%	12%	**	22%	9%	20%	15%
	Weighted counts	97	12	85	19	22	29	27	56	41	18	56	12	6		39	15	25	17
	Column Comparisons	-		a							c	c				b		b	
Parcel less likely to get lost	% within column	14%	8%	16%	11%	17%	15%	12%	11%	17%	26%	16%	8%	7%	**	14%	13%	14%	17%
	Weighted counts	83	11	72	13	26	28	15	34	49	20	44	14	4		25	23	18	19
	Column Comparisons	-		a							c								
More convenient for the recipient to take the delivery	% within column	17%	23%	15%	22%	16%	14%	17%	20%	14%	10%	19%	18%	11%	**	20%	16%	16%	14%
	Weighted counts	98	31	68	27	24	25	21	59	39	8	50	31	6		36	27	20	16
	Column Comparisons	-		b															
Guarantee that the parcel would arrive intact	% within column	11%	9%	12%	14%	11%	8%	14%	10%	12%	18%	15%	6%	5%	**	14%	8%	10%	14%
	Weighted counts	67	12	56	17	18	15	18	31	36	14	40	10	3		25	14	12	16
	Column Comparisons	-									c	c							
Lower cost of insurance	% within column	7%	1%	9%	11%	10%	6%	3%	9%	6%	3%	11%	4%	10%	**	8%	7%	5%	9%
	Weighted counts	44	2	43	13	15	11	4	27	17	3	29	7	5		14	12	7	10
	Column Comparisons	-		a															
Guarantee that the parcel would arrive on time	% within column	13%	16%	13%	17%	17%	9%	11%	15%	12%	18%	18%	6%	10%	**	13%	12%	14%	16%
	Weighted counts	78	21	57	20	26	17	14	44	34	14	48	9	5		23	20	18	18
	Column Comparisons	-									c	c							
Ability to select an express service	% within column	11%	18%	9%	14%	11%	7%	12%	12%	10%	15%	14%	7%	3%	**	16%	9%	5%	11%
	Weighted counts	64	25	39	16	18	14	16	36	28	12	38	12	2		30	16	6	12
	Column Comparisons	-		b												c			

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 634; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		Working status		UK nation			Rurality		
		Not working	Working	NET: Engl- and	NET: Scotl- and	N. Ire- and	Urban	Rural	
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		36%	38%	36%	34%	49%	39%	33%	44%
Lower cost of postage	% within column	36%	38%	36%	34%	49%	39%	33%	44%
	Weighted counts	141	75	175	14	17	11	128	89
	Column Comparisons								a
More convenient for me to have the parcel collected	% within column	23%	24%	23%	19%	26%	34%	24%	24%
	Weighted counts	91	49	113	8	9	9	92	48
	Column Comparisons								
More convenient for me to drop the parcel off	% within column	25%	22%	24%	21%	23%	29%	26%	20%
	Weighted counts	97	43	115	9	8	8	100	41
	Column Comparisons								
Better ability to track the delivery	% within column	20%	17%	18%	17%	22%	22%	19%	17%
	Weighted counts	76	34	89	7	8	6	75	35
	Column Comparisons								
Quicker delivery	% within column	19%	11%	17%	14%	18%	8%	19%	12%
	Weighted counts	75	22	82	6	6	2	73	24
	Column Comparisons								b
Parcel less likely to get lost	% within column	15%	12%	15%	7%	19%	5%	15%	12%
	Weighted counts	58	23	72	3	7	1	59	24
	Column Comparisons								
More convenient for the recipient to take the delivery	% within column	17%	16%	17%	16%	16%	18%	18%	14%
	Weighted counts	66	32	81	7	6	5	70	29
	Column Comparisons								
Guarantee that the parcel would arrive intact	% within column	13%	8%	11%	8%	13%	14%	12%	9%
	Weighted counts	51	16	55	3	5	4	49	19
	Column Comparisons								
Lower cost of insurance	% within column	9%	5%	7%	6%	14%	7%	8%	6%
	Weighted counts	34	10	35	3	5	2	32	12
	Column Comparisons								
Guarantee that the parcel would arrive on time	% within column	14%	12%	13%	13%	17%	7%	15%	9%
	Weighted counts	55	23	65	6	6	2	59	19
	Column Comparisons								

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 634; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Ability to select an express service	% within column	11%	18%	9%	14%	11%	7%	12%	12%	10%	15%	14%	7%	3%	**	16%	9%	5%	11%
	Weighted counts	64	25	39	16	18	14	16	36	28	12	38	12	2		30	16	6	12
	Column Comparisons	-	b													c			
Ability to set a specific date/time for delivery	% within column	12%	13%	11%	14%	10%	13%	12%	14%	10%	13%	16%	7%	7%	**	14%	9%	13%	12%
	Weighted counts	70	18	52	17	15	24	15	42	28	11	42	13	4		25	15	17	13
	Column Comparisons	-																	
Recommended by others	% within column	10%	6%	11%	7%	11%	8%	13%	10%	9%	15%	13%	6%	1%	**	11%	11%	7%	9%
	Weighted counts	57	8	49	8	16	15	17	30	27	12	35	10	1		19	18	9	11
	Column Comparisons	-																	
Other	% within column	10%	10%	9%	9%	10%	9%	11%	8%	11%	3%	4%	12%	26%	**	10%	10%	10%	9%
	Weighted counts	56	14	42	11	15	17	14	25	31	2	11	21	13		17	17	12	10
	Column Comparisons	-										a b	A B c						
Effective Column n																			
Weighted counts		486	70	416	101	130	148	107	242	245	59	201	152	54	21	142	150	104	90
Column Comparisons																			
Unweighted base		634	91	543	132	170	193	139	315	319	77	262	198	70	27	185	196	136	117
Weighted base		592	135	456	121	156	187	128	301	291	79	268	169	52	23	182	171	128	112
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 634; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		Working status		UK nation			Rurality		
		Not working	NET: Engl- and	NET: Scotl- and	Wal- es	N. Ire- and	Urb- an	Rural	
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		12%	8%	11%	13%	5%	7%	13%	6%
Ability to select an express service	% within column	12%	8%	11%	13%	5%	7%	13%	6%
	Weighted counts	47	16	55	5	2	2	52	12
	Column Comparisons							b	
Ability to set a specific date/time for delivery	% within column	14%	8%	12%	7%	13%	6%	15%	6%
	Weighted counts	54	16	61	3	5	2	58	12
	Column Comparisons							b	
Recommended by others	% within column	12%	5%	10%	11%	3%	4%	12%	6%
	Weighted counts	46	10	50	4	1	1	45	11
	Column Comparisons	b						b	
Other	% within column	7%	15%	9%	9%	11%	10%	8%	12%
	Weighted counts	26	31	46	4	4	3	32	24
	Column Comparisons		a						
Effective Column n	% within column								
	Weighted counts	308	177	305	68	63	51	301	186
	Column Comparisons								
Unweighted base		401	231	397	89	82	66	392	242
Weighted base		389	200	487	42	35	28	390	202
Columns		A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 634; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
I paid for the postage	% within column	91%	92%	90%	91%	91%	90%	92%	92%	90%	88%	92%	93%	86%	86%	90%
	Weighted counts	2,744	841	1,903	671	756	670	647	1,314	1,431	369	1,009	942	289	136	702
	Column Comparisons	-										d e	a D e			
I used a pre-paid returns label	% within column	16%	14%	17%	16%	16%	17%	15%	14%	18%	18%	17%	14%	18%	17%	17%
	Weighted counts	482	125	357	118	133	126	105	203	279	75	183	138	59	27	137
	Column Comparisons	-		a						a						
I don't know	% within column	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%	1%	1%	3%	4%	2%
	Weighted counts	49	14	35	8	13	12	15	26	22	11	8	12	11	7	12
	Column Comparisons	-									b			b	b c	
Effective Column n	% within column															
	Weighted counts	2,307	431	1,876	571	636	576	525	1,072	1,235	289	792	792	296	138	596
	Column Comparisons															
Unweighted base		3,165	591	2,574	783	872	790	720	1,471	1,694	397	1,087	1,086	406	189	818
Weighted base		3,020	913	2,107	736	834	746	704	1,431	1,589	419	1,094	1,013	335	158	783
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
I paid for the postage	% within column	92%	91%	90%	92%	89%	91%	92%	88%	93%	91%	90%
	Weighted counts	858	572	612	1,622	1,108	2,276	170	155	143	1,891	848
	Column Comparisons				b							
I used a pre-paid returns label	% within column	17%	15%	14%	15%	17%	16%	16%	18%	15%	16%	16%
	Weighted counts	155	95	96	270	207	398	30	31	23	330	150
	Column Comparisons											
I don't know	% within column	1%	2%	2%	1%	2%	2%	2%	2%	1%	1%	2%
	Weighted counts	12	12	12	21	26	38	4	4	2	25	23
	Column Comparisons											a
Effective Column n	% within column											
	Weighted counts	706	488	518	1,322	973	1,451	300	297	259	1,487	816
	Column Comparisons											
Unweighted base		968	669	710	1,814	1,335	1,991	412	407	355	2,040	1,119
Weighted base		933	627	678	1,756	1,246	2,505	185	176	154	2,071	942
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Royal Mail Small Parcel 1st class: Signed For	% within column	34%	37%	33%	35%	32%	33%	38%	38%	31%	43%	42%	30%	17%	17%
	Weighted counts	1,035	342	693	254	268	247	266	548	487	182	461	309	57	26
	Column Comparisons	-	b						B		C D E	C D E	D e		
Royal Mail Small Parcel 1st class: Not Signed For	% within column	35%	39%	33%	36%	34%	37%	32%	34%	36%	28%	36%	36%	38%	29%
	Weighted counts	1,047	354	693	263	285	274	225	481	566	119	391	363	128	46
	Column Comparisons	-	b												
Royal Mail Small Parcel 2nd class: Signed For	% within column	15%	8%	18%	14%	15%	14%	17%	17%	13%	20%	18%	13%	6%	9%
	Weighted counts	450	72	378	106	122	102	120	242	208	84	202	129	21	15
	Column Comparisons	-		A					b		c D e	c D e	d		
Royal Mail Small Parcel 2nd class: Not Signed For	% within column	35%	21%	41%	36%	35%	37%	31%	32%	37%	35%	33%	35%	40%	32%
	Weighted counts	1,051	191	861	268	293	274	216	464	587	147	366	355	133	51
	Column Comparisons	-		A						a					
Royal Mail Medium Parcel 1st class : Signed For	% within column	18%	14%	20%	17%	17%	18%	22%	21%	16%	27%	22%	16%	9%	9%
	Weighted counts	557	132	426	125	143	135	154	307	251	114	236	164	29	15
	Column Comparisons	-		A					B		C D E	c D e	d		
Royal Mail Medium Parcel 1st class : Not Signed For	% within column	18%	14%	20%	17%	16%	19%	19%	19%	17%	17%	19%	19%	16%	13%
	Weighted counts	541	126	415	125	137	144	135	268	273	72	206	190	52	21
	Column Comparisons	-		A											
Royal Mail Medium Parcel 2nd class: Signed For	% within column	10%	5%	12%	10%	8%	9%	13%	11%	9%	16%	13%	7%	4%	6%
	Weighted counts	302	43	259	73	71	68	90	163	139	68	139	72	14	9
	Column Comparisons	-		A					b		C D e	C D			
Royal Mail Medium Parcel 2nd class: Not Signed For	% within column	18%	9%	22%	18%	17%	21%	16%	17%	19%	19%	19%	18%	16%	18%
	Weighted counts	548	80	468	134	146	154	115	243	305	80	206	179	54	28
	Column Comparisons	-		A											
Royal Mail Special Delivery: Guaranteed next day by 9am	% within column	8%	8%	8%	8%	8%	7%	11%	10%	7%	15%	10%	7%	2%	3%
	Weighted counts	254	76	178	61	70	49	74	149	105	62	113	67	7	5
	Column Comparisons	-							b		b C D E	c D e	d		
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	10%	6%	12%	10%	10%	9%	12%	10%	11%	12%	15%	8%	5%	3%
	Weighted counts	313	58	254	74	82	68	88	145	167	49	160	81	17	5
	Column Comparisons	-		A							d e	C D e			
Other	% within column	1%	0%	1%	1%	2%	1%	0%	1%	1%	0%	1%	1%	3%	2%
	Weighted counts	33	1	31	8	15	8	2	12	20	2	9	9	10	4
	Column Comparisons	-		a											

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation			Rurality		
						Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		AB	C1	C2	DE								
Royal Mail Small Parcel 1st class: Signed For	% within column	37%	32%	37%	32%	40%	27%	35%	31%	30%	33%	37%	29%
	Weighted counts	290	297	230	218	696	334	875	57	52	51	761	269
	Column Comparisons					B						B	
Royal Mail Small Parcel 1st class: Not Signed For	% within column	35%	35%	34%	35%	36%	33%	35%	34%	33%	31%	34%	36%
	Weighted counts	274	327	212	234	629	413	878	64	58	47	709	337
	Column Comparisons												
Royal Mail Small Parcel 2nd class: Signed For	% within column	14%	15%	16%	15%	16%	13%	15%	15%	14%	17%	15%	14%
	Weighted counts	109	139	100	102	283	163	371	29	25	25	313	136
	Column Comparisons					b							
Royal Mail Small Parcel 2nd class: Not Signed For	% within column	35%	35%	33%	36%	34%	37%	34%	39%	38%	40%	34%	38%
	Weighted counts	277	324	205	244	593	456	851	72	66	61	694	353
	Column Comparisons												
Royal Mail Medium Parcel 1st class : Signed For	% within column	19%	16%	20%	19%	22%	14%	19%	15%	18%	15%	20%	15%
	Weighted counts	150	154	128	126	384	169	475	28	32	23	413	145
	Column Comparisons					B						b	
Royal Mail Medium Parcel 1st class : Not Signed For	% within column	19%	17%	18%	18%	18%	17%	18%	19%	19%	19%	18%	18%
	Weighted counts	145	159	115	123	325	213	444	35	34	28	372	166
	Column Comparisons												
Royal Mail Medium Parcel 2nd class: Signed For	% within column	12%	8%	11%	10%	12%	8%	10%	9%	8%	9%	11%	9%
	Weighted counts	92	71	71	68	203	97	257	17	15	14	220	82
	Column Comparisons					b							
Royal Mail Medium Parcel 2nd class: Not Signed For	% within column	19%	18%	17%	19%	18%	19%	18%	20%	20%	23%	17%	20%
	Weighted counts	146	169	105	128	312	231	440	37	36	35	357	188
	Column Comparisons												
Royal Mail Special Delivery: Guaranteed next day by 9am	% within column	11%	6%	10%	7%	10%	6%	9%	7%	6%	4%	9%	6%
	Weighted counts	85	59	60	50	173	78	224	12	11	7	195	59
	Column Comparisons	b				b						b	
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	11%	9%	11%	10%	13%	7%	10%	9%	10%	11%	11%	8%
	Weighted counts	88	88	70	67	222	88	261	17	17	17	238	74
	Column Comparisons					B						b	
Other	% within column	1%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	2%
	Weighted counts	7	10	11	4	13	20	25	2	3	3	18	15
	Column Comparisons												

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
I don't remember the name of the Royal Mail product(s)	% within column	3%	3%	3%	4%	2%	3%	3%	4%	2%	5%	3%	2%	2%	4%
	Weighted counts	89	25	64	30	13	24	23	53	36	22	36	18	7	6
	Column Comparisons	-							b		c				
None of the above	% within column	6%	7%	6%	5%	6%	7%	7%	6%	7%	4%	6%	6%	8%	12%
	Weighted counts	192	68	124	38	52	51	51	87	106	18	67	62	25	20
	Column Comparisons	-													a b c
NET: Small Parcel	% within column	83%	82%	84%	84%	83%	83%	82%	83%	83%	84%	85%	84%	80%	72%
	Weighted counts	2,515	750	1,765	621	694	622	578	1,192	1,323	352	935	847	267	114
	Column Comparisons	-									e	E	e		
NET: Medium Parcel	% within column	45%	32%	50%	42%	42%	46%	47%	47%	43%	49%	45%	46%	37%	36%
	Weighted counts	1,345	289	1,056	312	352	347	333	668	677	207	495	461	124	57
	Column Comparisons	-		A					b		d e		d		
NET: 1st class	% within column	69%	75%	66%	69%	67%	68%	71%	71%	67%	72%	73%	68%	61%	50%
	Weighted counts	2,077	681	1,396	511	555	511	501	1,019	1,058	302	802	690	204	79
	Column Comparisons	-	B						b		d E	c D E	d E	e	
NET: 2nd class	% within column	52%	32%	60%	54%	52%	52%	49%	51%	52%	56%	52%	50%	51%	49%
	Weighted counts	1,563	288	1,275	397	430	390	347	730	833	236	574	505	170	78
	Column Comparisons	-		A											
NET: Signed For	% within column	47%	47%	47%	46%	43%	47%	51%	51%	43%	58%	54%	44%	28%	30%
	Weighted counts	1,411	425	986	342	359	352	358	734	677	241	587	441	95	47
	Column Comparisons	-							B		C D E	C D E	D e		
NET: Not Signed For	% within column	61%	55%	64%	65%	61%	63%	56%	59%	64%	55%	59%	64%	70%	59%
	Weighted counts	1,856	503	1,352	479	510	470	396	843	1,012	229	645	652	235	94
	Column Comparisons	-		A	d					a			a	A b	
NET: Special Delivery	% within column	18%	14%	20%	18%	18%	15%	22%	20%	17%	26%	24%	14%	7%	6%
	Weighted counts	542	127	415	130	146	114	152	279	263	107	258	142	25	9
	Column Comparisons	-		A				c			C D E	C D E	d e		
Effective Column n															
		Weighted counts	2,307	431	1,876	571	636	576	1,072	1,235	289	792	792	296	138
		Column Comparisons													
Unweighted base															
		Weighted counts	3,165	591	2,574	783	872	790	1,471	1,694	397	1,087	1,086	406	189
Weighted base															
		Weighted counts	3,020	913	2,107	736	834	746	1,431	1,589	419	1,094	1,013	335	158

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland		
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		AB	C1	C2	DE	Work- ing	Not working						
I don't remember the name of the Royal Mail product(s)	% within column	4%	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	3%
	Weighted counts	32	24	14	19	47	40	74	6	4	4	64	25
	Column Comparisons												
None of the above	% within column	5%	5%	7%	9%	6%	7%	6%	8%	8%	6%	6%	8%
	Weighted counts	39	51	44	59	99	93	155	14	14	9	116	76
	Column Comparisons												a
NET: Small Parcel	% within column	84%	84%	83%	81%	86%	80%	83%	83%	80%	84%	84%	81%
	Weighted counts	654	788	520	552	1,505	999	2,091	154	141	130	1,744	763
	Column Comparisons					B							
NET: Medium Parcel	% within column	45%	42%	47%	45%	46%	42%	44%	44%	46%	45%	44%	45%
	Weighted counts	353	394	292	306	814	520	1,114	81	81	69	918	424
	Column Comparisons					b							
NET: 1st class	% within column	70%	68%	73%	65%	74%	61%	69%	64%	67%	66%	71%	64%
	Weighted counts	549	634	457	437	1,300	763	1,738	119	118	102	1,468	604
	Column Comparisons			d		B						b	
NET: 2nd class	% within column	51%	52%	52%	52%	50%	54%	51%	55%	54%	58%	50%	55%
	Weighted counts	402	486	325	351	886	669	1,276	102	96	89	1,041	517
	Column Comparisons												a
NET: Signed For	% within column	49%	45%	49%	45%	52%	39%	47%	40%	42%	47%	49%	41%
	Weighted counts	380	418	309	304	913	488	1,189	75	75	73	1,016	389
	Column Comparisons					B						B	
NET: Not Signed For	% within column	61%	63%	59%	62%	61%	63%	61%	65%	64%	61%	60%	65%
	Weighted counts	478	591	369	417	1,064	781	1,529	120	113	94	1,236	615
	Column Comparisons												a
NET: Special Delivery	% within column	21%	15%	20%	17%	21%	13%	19%	15%	15%	14%	20%	14%
	Weighted counts	163	140	126	112	374	162	467	28	26	21	410	130
	Column Comparisons	b				B						B	
Effective Column n													
Unweighted base	% within column												
	Weighted counts	596	706	488	518	1,322	973	1,451	300	297	259	1,487	816
	Column Comparisons												
Unweighted base													
Weighted base	% within column												
	Weighted counts	818	968	669	710	1,814	1,335	1,991	412	407	355	2,040	1,119
	Column Comparisons												
Weighted base													
	% within column												
	Weighted counts	783	933	627	678	1,756	1,246	2,505	185	176	154	2,071	942
	Column Comparisons												

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 4 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month

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

Part 5 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

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

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3165; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$). Part 6 of 4

		QD10a: List of factors people consider when sending parcels						
		This is a 'great to have'	This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted base
Proof of postage/dispatch	% within row	39%	40%	17%	4%	1%	79%	100%
	Column Comparisons	C D E	C D E	D E	E		-	-
	Weighted counts	1,310	1,354	567	120	26	2,664	3,377
	% within row	38%	40%	17%	4%	1%	78%	100%
Guaranteed delivery to recipient's door	Column Comparisons	C D E	C D E	D E	E		-	-
	Weighted counts	1,289	1,347	585	133	22	2,636	3,377
	% within row	31%	45%	18%	5%	1%	76%	100%
	Column Comparisons	C D E	A C D E	D E	E		-	-
Same price to send to anywhere within the UK	Weighted counts	1,052	1,514	609	167	35	2,566	3,377
	% within row	30%	45%	19%	5%	1%	76%	100%
	Column Comparisons	C D E	A C D E	D E	E		-	-
	Weighted counts	1,029	1,526	640	155	28	2,554	3,377
Low cost	% within row	36%	40%	18%	5%	1%	76%	100%
	Column Comparisons	C D E	a C D E	D E	E		-	-
	Weighted counts	1,217	1,344	621	172	23	2,561	3,377
	% within row	34%	41%	20%	5%	1%	75%	100%
Proof of receipt/delivery	Column Comparisons	C D E	A C D E	D E	E		-	-
	Weighted counts	1,156	1,372	661	156	32	2,528	3,377
	% within row	26%	45%	24%	4%	1%	71%	100%
	Column Comparisons	c D E	A C D E	D E	E		-	-
Guarantee that the parcel will arrive on time	Weighted counts	895	1,516	802	146	18	2,411	3,377
	% within row	27%	43%	24%	6%	1%	70%	100%
	Column Comparisons	c D E	A C D E	D E	E		-	-
	Weighted counts	904	1,447	797	199	30	2,351	3,377
Fast delivery	% within row	20%	42%	27%	10%	2%	62%	100%
	Column Comparisons	D E	A C D E	A D E	E		-	-
	Weighted counts	660	1,428	904	322	63	2,088	3,377
	Weighted counts	660	1,428	904	322	63	2,088	3,377

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

		QD10a: List of factors people consider when sending parcels						
		This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted base	
Convenient options for the recipient to accept the delivery	% within row	18%	43%	31%	8%	1%	61%	100%
	Column Comparisons	D E	A C D E	A D E	E		-	-
	Weighted counts	595	1,461	1,033	256	32	2,056	3,377
	% within row	23%	38%	29%	9%	1%	60%	100%
Insurance against damage or loss	Column Comparisons	D E	A C D E	A D E	E		-	-
	Weighted counts	772	1,268	982	310	45	2,039	3,377
	% within row	23%	36%	28%	12%	2%	59%	100%
	Daily collection service	D E	A C D E	A D E	E		-	-
Ability to choose an express or next day service	Weighted counts	766	1,215	947	398	51	1,981	3,377
	% within row	19%	40%	30%	9%	1%	59%	100%
	Column Comparisons	D E	A C D E	A D E	E		-	-
	Weighted counts	639	1,360	1,018	316	44	1,998	3,377
Ability to select a specific date/time for delivery	% within row	13%	37%	34%	14%	2%	51%	100%
	Column Comparisons	E	A c D E	A D E	E		-	-
	Weighted counts	455	1,257	1,132	482	52	1,711	3,377
	% within row	13%	34%	31%	18%	3%	47%	100%
Convenient options for the operator pick the parcel up from me	Column Comparisons	E	A D E	A D E	A E		-	-
	Weighted counts	440	1,154	1,051	619	113	1,594	3,377

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10a_1: List of factors people consider when sending parcels... Low cost		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	30%	30%	31%	30%	29%	33%	29%	26%	35%	33%	30%	33%	25%
	Weighted counts	1,029	304	724	244	279	273	232	417	611	152	359	367	96
	Column Comparisons	-								A				
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	41%	47%	45%	47%	43%	47%	46%	45%	44%	46%	44%	52%
	Weighted counts	1,526	413	1,113	364	440	353	368	735	791	203	552	488	201
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	19%	21%	18%	20%	18%	20%	18%	22%	16%	16%	20%	18%	20%
	Weighted counts	640	215	425	161	170	166	142	353	287	75	245	197	78
	Column Comparisons	-	b						B					
This is not important to me – don't mind if not offered	% within column	5%	7%	4%	5%	5%	3%	5%	6%	4%	6%	4%	5%	3%
	Weighted counts	155	69	86	40	44	29	42	89	66	26	51	59	10
	Column Comparisons	-	B						b					
This is a negative to me	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	0%	1%	0%
	Weighted counts	28	8	20	4	13	7	5	14	14	9	6	11	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	76%	71%	78%	75%	76%	76%	76%	72%	79%	77%	75%	76%	77%
	Weighted counts	2,554	717	1,837	608	719	627	600	1,153	1,402	356	912	855	298
	Column Comparisons	-		A						A				
Effective Column n	% within column													
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
Column Comparisons														
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_1: List of factors people consider when sending parcels... Low cost		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	28%	23%	32%	31%	36%	31%	30%	30%	25%	38%	32%	30%	31%
	Weighted counts	54	201	331	216	281	588	434	848	52	74	54	699	330
	Column Comparisons			A	a	A					B			
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	46%	46%	44%	44%	45%	46%	45%	50%	41%	49%	45%	46%
	Weighted counts	81	400	477	306	343	866	653	1,261	104	79	82	1,038	485
	Column Comparisons									c				
This is a 'nice to have', but I can live without it being offered	% within column	23%	23%	19%	18%	16%	19%	19%	19%	20%	17%	16%	20%	17%
	Weighted counts	45	203	193	124	120	363	270	539	41	32	27	452	181
	Column Comparisons		d											
This is not important to me – don't mind if not offered	% within column	5%	7%	3%	5%	3%	5%	4%	5%	5%	4%	3%	5%	4%
	Weighted counts	10	60	36	36	24	94	59	134	10	7	5	107	47
	Column Comparisons		b d											
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	2	7	8	7	6	12	16	25	1	1	1	15	11
	Column Comparisons													
NET: Important (T2B)	% within column	70%	69%	77%	76%	81%	76%	76%	75%	75%	79%	81%	75%	77%
	Weighted counts	134	601	808	522	624	1,453	1,087	2,109	157	153	136	1,737	815
	Column Comparisons			A	a	A								
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD10a_2: List of factors people consider when sending parcels... Guarantee that the parcel will arrive on time			34%	45%	30%	37%	33%	33%	34%	31%	37%	38%	35%	36%	28%
This is mandatory to me – a must have			1,156	457	699	298	311	276	271	498	658	177	427	405	108
			-	B							A	d E	d e	d E	
This is a 'great to have' – makes a difference and can sway my decision			41%	34%	44%	41%	41%	40%	40%	40%	41%	41%	41%	39%	42%
			1,372	340	1,032	336	390	328	319	645	727	190	496	439	164
			-		A										
This is a 'nice to have', but I can live without it being offered			20%	14%	22%	18%	19%	22%	19%	22%	17%	15%	19%	19%	26%
			661	145	517	146	183	184	148	357	304	72	225	210	99
			-		A					b					a b c
This is not important to me – don't mind if not offered			5%	5%	4%	4%	6%	4%	5%	6%	4%	3%	4%	5%	4%
			156	51	104	30	53	31	41	91	65	16	54	60	14
			-							b					
This is a negative to me			1%	2%	1%	0%	1%	1%	1%	1%	1%	2%	1%	1%	0%
			32	18	15	3	9	10	10	17	15	9	11	7	2
			-	b											
NET: Important (T2B)			75%	79%	73%	78%	74%	73%	75%	71%	78%	79%	76%	75%	70%
			2,528	796	1,731	634	701	604	589	1,143	1,385	367	923	844	272
			-	b							A	d E	e	e	
Effective Column n			2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
Unweighted base			3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base			3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
QD10a_2: List of factors people consider when sending parcels...		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
Guarantee that the parcel will arrive on time		% within column	21%	34%	34%	37%	33%	35%	33%	34%	30%	38%	33%	35%	32%
This is mandatory to me – a must have		Weighted counts	40	293	352	255	256	682	469	965	62	74	55	818	334
		Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision		% within column	43%	39%	41%	40%	43%	40%	41%	40%	45%	39%	48%	40%	42%
		Weighted counts	82	339	426	277	329	772	591	1,121	94	76	80	926	446
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	29%	21%	21%	18%	18%	19%	21%	20%	20%	18%	17%	19%	20%
		Weighted counts	55	180	219	121	142	362	295	558	41	35	28	442	213
		Column Comparisons	A b c												
This is not important to me – don't mind if not offered		% within column	6%	5%	4%	4%	5%	5%	4%	5%	5%	4%	3%	4%	5%
		Weighted counts	11	45	42	31	38	90	62	132	10	9	5	102	53
		Column Comparisons													
This is a negative to me		% within column	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%
		Weighted counts	3	13	6	5	8	15	16	32	1	0	0	22	10
		Column Comparisons													
NET: Important (T2B)		% within column	64%	73%	75%	77%	76%	76%	74%	74%	75%	78%	80%	75%	74%
		Weighted counts	121	632	779	532	585	1,454	1,060	2,086	156	150	135	1,744	780
		Column Comparisons													
Effective Column n		% within column													
		Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
		Column Comparisons													
Unweighted base			228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base			191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_3: List of factors people consider when sending parcels...			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Ability to track the delivery			27%	38%	22%	26%	27%	26%	28%	26%	27%	30%	29%	29%	16%
This is mandatory to me – a must have			904	380	524	210	259	215	220	421	484	141	357	322	63
Column Comparisons			-	B								D E	D E	D E	
This is a 'great to have' – makes a difference and can sway my decision			43%	37%	45%	44%	42%	43%	42%	41%	44%	41%	43%	43%	48%
Weighted counts			1,447	373	1,074	354	400	357	335	661	786	189	521	478	184
Column Comparisons			-		A										
This is a 'nice to have', but I can live without it being offered			24%	18%	26%	23%	24%	25%	22%	25%	22%	20%	23%	22%	30%
Weighted counts			797	178	619	190	227	209	171	405	392	95	278	241	115
Column Comparisons			-		A										a b c
This is not important to me – don't mind if not offered			6%	6%	6%	7%	5%	5%	7%	7%	5%	7%	4%	6%	6%
Weighted counts			199	65	134	57	45	43	54	110	89	34	48	69	22
Column Comparisons			-							b		b			
This is a negative to me			1%	1%	1%	0%	2%	0%	1%	1%	1%	1%	1%	1%	1%
Weighted counts			30	14	16	2	15	3	10	12	18	5	9	10	2
Column Comparisons			-												
NET: Important (T2B)			70%	75%	68%	69%	70%	69%	70%	67%	72%	71%	72%	71%	64%
Weighted counts			2,351	753	1,598	564	659	573	555	1,082	1,270	330	878	801	247
Column Comparisons			-	B							a	E	d E	d E	e
Effective Column n															
Weighted counts			2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
Column Comparisons															
Unweighted base			3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base			3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Age	SEG			Working status		UK nation				Rurality		
			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_3: List of factors people consider when sending parcels...															
Ability to track the delivery															
This is mandatory to me – a must have	% within column	11%	29%	25%	28%	26%	29%	24%	27%	23%	25%	27%	29%	21%	
	Weighted counts	21	248	265	190	201	548	351	762	48	49	46	678	224	
	Column Comparisons						b						B		
This is a 'great to have' – makes a difference and can sway my decision	% within column	39%	42%	43%	41%	45%	44%	42%	42%	47%	45%	45%	42%	45%	
	Weighted counts	74	362	453	281	351	839	600	1,188	98	86	75	967	478	
	Column Comparisons														
This is a 'nice to have', but I can live without it being offered	% within column	35%	23%	25%	23%	22%	22%	26%	24%	24%	22%	23%	22%	26%	
	Weighted counts	68	201	265	161	171	416	375	665	51	42	39	513	279	
	Column Comparisons	A b C						a						a	
This is not important to me – don't mind if not offered	% within column	13%	6%	5%	7%	6%	6%	6%	6%	4%	7%	4%	6%	6%	
	Weighted counts	25	52	54	50	43	109	87	171	9	13	7	131	67	
	Column Comparisons	B c d													
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	0%	1%	1%	
	Weighted counts	4	8	7	7	7	10	20	22	3	3	1	22	8	
	Column Comparisons							a							
NET: Important (T2B)	% within column	49%	70%	69%	68%	71%	72%	66%	69%	70%	70%	72%	71%	66%	
	Weighted counts	95	610	718	471	552	1,387	950	1,950	145	135	121	1,646	701	
	Column Comparisons							b					b		
Effective Column n	% within column														
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920	
	Column Comparisons														
Unweighted base			228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base			191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10a_4: List of factors people consider when sending parcels...		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Ability to choose an express or next day service	% within column	19%	31%	14%	19%	20%	17%	20%	17%	20%	23%	22%	18%	13%
This is mandatory to me – a must have	Weighted counts	639	311	328	152	188	144	155	281	358	108	264	203	49
	Column Comparisons	-	B								D E	d E	d e	
	% within column	40%	44%	39%	40%	41%	40%	40%	40%	41%	40%	42%	40%	39%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	1,360	441	919	327	387	330	315	642	717	188	510	444	150
	Column Comparisons	-	b											
	% within column	30%	19%	35%	30%	28%	34%	29%	31%	29%	28%	29%	29%	35%
This is a 'nice to have', but I can live without it being offered	Weighted counts	1,018	195	824	245	268	278	228	500	518	131	353	330	135
	Column Comparisons	-		A										
	% within column	9%	6%	11%	10%	9%	8%	10%	10%	9%	6%	6%	11%	12%
This is not important to me – don't mind if not offered	Weighted counts	316	60	256	81	86	69	80	160	156	29	77	128	46
	Column Comparisons	-		A									a B	a b
	% within column	1%	0%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	2%
This is a negative to me	Weighted counts	44	4	41	9	17	8	10	25	19	8	8	17	7
	Column Comparisons	-		a										
	% within column	59%	74%	53%	59%	61%	57%	60%	57%	61%	64%	64%	58%	51%
NET: Important (T2B)	Weighted counts	1,998	752	1,247	479	575	474	470	923	1,075	296	774	647	199
	Column Comparisons	-	B								d E	c D E	e	
	% within column													
Effective Column n	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
	Column Comparisons													
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_4: List of factors people consider when sending parcels...														
Ability to choose an express or next day service														
This is mandatory to me – a must have	% within column	8%	19%	18%	21%	17%	21%	16%	20%	13%	15%	16%	21%	14%
	Weighted counts	14	168	193	146	132	405	232	556	26	30	28	488	149
	Column Comparisons						b						B	
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	42%	40%	41%	38%	41%	39%	39%	49%	44%	44%	39%	43%
	Weighted counts	68	367	416	282	295	791	563	1,099	102	86	73	903	454
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	36%	28%	31%	28%	33%	29%	32%	30%	29%	30%	32%	30%	31%
	Weighted counts	69	241	326	193	259	555	454	846	61	58	53	689	324
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	19%	10%	9%	8%	10%	8%	11%	10%	9%	9%	8%	9%	10%
	Weighted counts	36	90	96	55	75	150	161	267	18	18	13	207	108
	Column Comparisons	A B c d						a						
This is a negative to me	% within column	2%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	2%
	Weighted counts	3	5	14	13	13	21	22	39	1	3	1	24	19
	Column Comparisons													
NET: Important (T2B)	% within column	43%	61%	58%	62%	55%	62%	56%	59%	61%	60%	60%	60%	57%
	Weighted counts	82	534	609	428	427	1,195	795	1,655	128	115	101	1,392	604
	Column Comparisons						B							
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10a_5: List of factors people consider when sending parcels...		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Ability to select a specific date/time for delivery														
This is mandatory to me – a must have	% within column	13%	21%	10%	14%	15%	10%	14%	14%	13%	16%	16%	14%	6%
	Weighted counts	455	211	244	115	146	81	113	219	235	76	194	155	22
	Column Comparisons	-	B		c	c		c			D E	D E	D E	
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	40%	36%	35%	36%	39%	39%	34%	40%	41%	41%	35%	33%
	Weighted counts	1,257	400	857	282	345	323	307	554	703	190	498	398	126
	Column Comparisons	-							a		d E	c d E	e	
This is a 'nice to have', but I can live without it being offered	% within column	34%	24%	38%	34%	33%	34%	33%	35%	32%	30%	29%	35%	40%
	Weighted counts	1,132	242	890	280	310	281	260	558	574	139	355	395	155
	Column Comparisons	-		A									b	a b
This is not important to me – don't mind if not offered	% within column	14%	14%	14%	16%	14%	16%	12%	15%	13%	11%	12%	14%	19%
	Weighted counts	482	143	339	128	131	131	92	249	233	52	150	160	75
	Column Comparisons	-												a b
This is a negative to me	% within column	2%	1%	2%	1%	1%	2%	2%	2%	1%	2%	1%	1%	3%
	Weighted counts	52	14	38	8	14	13	17	28	24	8	16	14	10
	Column Comparisons	-												
NET: Important (T2B)	% within column	51%	60%	46%	49%	52%	49%	53%	48%	53%	57%	57%	49%	38%
	Weighted counts	1,711	611	1,101	397	490	404	420	774	938	265	692	552	148
	Column Comparisons	-	B							a	c D E	c D E	D E	e
Effective Column n	% within column													
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
	Column Comparisons													
		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Unweighted base														
		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Weighted base														
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG			Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_5: List of factors people consider when sending parcels...														
Ability to select a specific date/time for delivery														
This is mandatory to me – a must have	% within column	4%	15%	13%	12%	14%	15%	12%	14%	12%	13%	10%	15%	10%
	Weighted counts	8	130	133	85	106	286	167	389	25	25	17	345	107
	Column Comparisons						b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	24%	34%	36%	43%	38%	40%	33%	38%	36%	32%	36%	39%	34%
	Weighted counts	46	297	374	293	293	776	473	1,057	76	63	61	898	358
	Column Comparisons				a b		B						b	
This is a 'nice to have', but I can live without it being offered	% within column	46%	36%	33%	31%	33%	31%	37%	33%	38%	37%	38%	31%	39%
	Weighted counts	88	314	348	215	256	587	536	917	79	71	65	715	413
	Column Comparisons	A B c						A						A
This is not important to me – don't mind if not offered	% within column	23%	14%	17%	12%	13%	13%	16%	14%	13%	16%	14%	14%	16%
	Weighted counts	44	121	175	84	102	252	226	400	27	31	24	316	164
	Column Comparisons	a b c												
This is a negative to me	% within column	2%	1%	1%	2%	2%	1%	2%	2%	0%	2%	1%	2%	1%
	Weighted counts	5	9	15	12	17	21	29	45	1	5	2	38	14
	Column Comparisons													
NET: Important (T2B)	% within column	28%	49%	49%	55%	52%	55%	45%	52%	48%	45%	46%	54%	44%
	Weighted counts	54	426	508	378	399	1,062	640	1,446	101	87	77	1,243	465
	Column Comparisons						B						B	
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
QD10a_6: List of factors people consider when sending parcels... Fast delivery		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
This is mandatory to me – a must have	% within column	26%	37%	22%	29%	26%	26%	25%	25%	28%	28%	31%	27%
	Weighted counts	895	373	522	240	242	214	199	406	489	132	370	308
	Column Comparisons	-	B								D e	D e	D e
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	42%	46%	45%	43%	45%	46%	42%	48%	43%	47%	42%
	Weighted counts	1,516	429	1,087	366	410	377	363	674	842	199	569	476
	Column Comparisons	-								a			
This is a 'nice to have', but I can live without it being offered	% within column	24%	16%	27%	22%	26%	24%	23%	27%	21%	23%	19%	25%
	Weighted counts	802	166	636	179	243	198	182	436	366	108	233	284
	Column Comparisons	-		A					B				b
This is not important to me – don't mind if not offered	% within column	4%	4%	5%	3%	5%	4%	5%	5%	3%	4%	3%	4%
	Weighted counts	146	37	109	28	44	31	43	84	62	19	36	49
	Column Comparisons	-							b				
This is a negative to me	% within column	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	0%	0%
	Weighted counts	18	4	14	1	8	8	1	8	10	7	4	5
	Column Comparisons	-											
NET: Important (T2B)	% within column	71%	79%	68%	74%	69%	71%	71%	67%	75%	71%	77%	70%
	Weighted counts	2,411	802	1,609	605	652	591	562	1,080	1,331	331	940	784
	Column Comparisons	-	B							A	d e	a C D E	d e
Effective Column n	% within column												
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879
	Column Comparisons												
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics										
			Age		SEG			Working status		UK nation			
			65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland
QD10a_6: List of factors people consider when sending parcels... Fast delivery													
			% within column										
This is mandatory to me – a must have			14%	17%	24%	24%	32%	28%	28%	24%	27%	20%	25%
			Weighted counts	52	33	208	251	218	542	347	763	42	48
			Column Comparisons				a b		b				
This is a 'great to have' – makes a difference and can sway my decision			% within column	50%	41%	45%	47%	41%	45%	44%	44%	54%	46%
			Weighted counts	193	79	394	492	281	874	637	1,231	111	89
			Column Comparisons										
This is a 'nice to have', but I can live without it being offered			% within column	31%	31%	27%	25%	22%	21%	22%	24%	21%	24%
			Weighted counts	119	58	232	258	149	163	420	675	44	46
			Column Comparisons	B	b					a			
This is not important to me – don't mind if not offered			% within column	6%	11%	4%	3%	5%	5%	4%	5%	4%	2%
			Weighted counts	22	20	34	35	37	40	78	66	123	10
			Column Comparisons		a B c								
This is a negative to me			% within column	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%
			Weighted counts	1	2	2	9	4	3	8	11	15	0
			Column Comparisons										
NET: Important (T2B)			% within column	63%	58%	69%	71%	72%	73%	74%	69%	71%	74%
			Weighted counts	245	111	602	743	499	567	1,416	984	1,994	154
			Column Comparisons						b				
Effective Column n			% within column										
			Weighted counts	347	167	671	790	538	591	1,444	1,131	1,634	339
			Column Comparisons										
Unweighted base				475	228	918	1,082	736	809	1,977	1,548	2,237	464
Weighted base				387	191	870	1,045	688	773	1,922	1,432	2,807	208
Columns			D	E	A	B	C	D	A	B	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
QD10a_6: List of factors people consider when sending parcels... Fast delivery		Rurality	
		Urban	Rural
This is mandatory to me – a must have	<i>% within column</i>	29%	22%
	<i>Weighted counts</i>	665	228
	<i>Column Comparisons</i>	B	
This is a 'great to have' – makes a difference and can sway my decision	<i>% within column</i>	44%	47%
	<i>Weighted counts</i>	1,014	500
	<i>Column Comparisons</i>		
This is a 'nice to have', but I can live without it being offered	<i>% within column</i>	23%	25%
	<i>Weighted counts</i>	533	266
	<i>Column Comparisons</i>		
This is not important to me – don't mind if not offered	<i>% within column</i>	4%	5%
	<i>Weighted counts</i>	90	53
	<i>Column Comparisons</i>		
This is a negative to me	<i>% within column</i>	0%	1%
	<i>Weighted counts</i>	9	8
	<i>Column Comparisons</i>		
NET: Important (T2B)	<i>% within column</i>	73%	69%
	<i>Weighted counts</i>	1,679	728
	<i>Column Comparisons</i>		
Effective Column n	<i>% within column</i>		
	<i>Weighted counts</i>	1,664	920
	<i>Column Comparisons</i>		
Unweighted base		2,278	1,259
Weighted base		2,311	1,055
Columns		A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10a_7: List of factors people consider when sending parcels... Convenient options for me to drop the parcel off			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	20%	27%	16%	20%	20%	19%	20%	19%	20%	19%	23%	19%	13%	
	Weighted counts	660	271	389	164	185	157	154	298	362	89	280	212	51	
	Column Comparisons	-	B									d			
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	44%	42%	41%	43%	41%	44%	41%	43%	47%	45%	43%	36%	
	Weighted counts	1,428	441	987	334	407	336	351	662	766	220	540	479	141	
	Column Comparisons	-									d E	d E	E	e	
This is a 'nice to have', but I can live without it being offered	% within column	27%	21%	29%	29%	26%	29%	23%	29%	25%	24%	25%	25%	34%	
	Weighted counts	904	209	695	236	248	237	183	459	445	112	298	285	131	
	Column Comparisons	-		A					b					a b c	
This is not important to me – don't mind if not offered	% within column	10%	7%	11%	8%	9%	11%	11%	10%	9%	8%	6%	11%	14%	
	Weighted counts	322	68	254	64	83	88	87	154	168	36	76	120	56	
	Column Comparisons	-		a									b	a B	
This is a negative to me	% within column	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	
	Weighted counts	63	21	41	16	23	10	14	35	28	7	18	25	7	
	Column Comparisons	-													
NET: Important (T2B)	% within column	62%	70%	58%	61%	63%	59%	64%	60%	64%	66%	68%	62%	50%	
	Weighted counts	2,088	712	1,376	498	592	493	505	960	1,128	309	821	691	193	
	Column Comparisons	-	B							a	D E	c D E	D E	e	
Effective Column n	% within column														
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347	
	Column Comparisons														
		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475	
Unweighted base															
Weighted base															
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_7: List of factors people consider when sending parcels...														
Convenient options for me to drop the parcel off														
This is mandatory to me – a must have	% within column	14%	19%	21%	20%	18%	22%	17%	20%	14%	20%	17%	21%	16%
	Weighted counts	26	168	215	136	141	416	240	562	30	39	29	492	167
	Column Comparisons						b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	25%	45%	42%	41%	41%	44%	40%	42%	47%	42%	46%	43%	40%
	Weighted counts	48	391	434	285	318	853	567	1,174	97	81	76	1,001	425
	Column Comparisons						b							
This is a 'nice to have', but I can live without it being offered	% within column	40%	24%	27%	29%	27%	24%	30%	26%	31%	25%	30%	25%	31%
	Weighted counts	77	213	280	200	211	462	434	741	65	48	50	577	322
	Column Comparisons	A B C						A						a
This is not important to me – don't mind if not offered	% within column	17%	11%	9%	9%	10%	8%	11%	10%	7%	9%	6%	9%	11%
	Weighted counts	33	93	90	61	78	162	159	280	15	18	10	200	121
	Column Comparisons	a B c						a						a
This is a negative to me	% within column	3%	1%	3%	1%	3%	2%	2%	2%	1%	4%	2%	2%	2%
	Weighted counts	6	6	26	7	24	29	32	51	2	8	3	41	21
	Column Comparisons			a		a c					b			
NET: Important (T2B)	% within column	39%	64%	62%	61%	59%	66%	56%	62%	61%	62%	63%	65%	56%
	Weighted counts	75	559	649	420	460	1,269	807	1,735	127	120	106	1,493	591
	Column Comparisons						B						B	
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	13%	21%	10%	13%	12%	14%	13%	12%	14%	15%	13%	15%	9%
	Weighted counts	440	209	231	105	118	115	103	199	242	68	154	169	35
	Column Comparisons	-	B										d e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	37%	33%	34%	35%	32%	35%	33%	35%	39%	39%	32%	25%
	Weighted counts	1,154	371	783	274	335	265	280	531	623	179	474	357	99
	Column Comparisons	-									c D e	c D E	d e	
This is a 'nice to have', but I can live without it being offered	% within column	31%	23%	35%	32%	34%	30%	28%	33%	29%	29%	33%	29%	35%
	Weighted counts	1,051	232	820	260	317	253	222	530	522	133	397	323	134
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	18%	16%	19%	18%	15%	20%	20%	19%	18%	16%	14%	21%	24%
	Weighted counts	619	167	452	149	142	167	161	298	321	75	165	232	94
	Column Comparisons	-					b	b					B	a B
This is a negative to me	% within column	3%	3%	3%	3%	4%	4%	3%	3%	3%	2%	2%	4%	6%
	Weighted counts	113	32	81	25	34	30	24	52	61	10	22	40	25
	Column Comparisons	-											b	a B c
NET: Important (T2B)	% within column	47%	57%	43%	47%	48%	46%	48%	45%	49%	53%	52%	47%	35%
	Weighted counts	1,594	580	1,014	379	453	380	382	729	865	247	628	526	134
	Column Comparisons	-	B								D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
	Column Comparisons													
	Unweighted base	3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10a_8: List of factors people consider when sending parcels...															
Convenient options for the operator pick the parcel up from me		% within column	7%	11%	12%	15%	15%	14%	12%	14%	9%	10%	14%	10%	
This is mandatory to me – a must have	Weighted counts	14	97	125	102	116	268	171	386	18	20	16	331	109	
	Column Comparisons												b		
	% within column	23%	33%	35%	35%	34%	36%	31%	34%	31%	34%	34%	35%	32%	
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	45	285	363	241	264	697	449	968	63	65	57	813	338	
	Column Comparisons						b								
	% within column	34%	31%	32%	32%	30%	30%	32%	30%	39%	31%	37%	30%	33%	
This is a 'nice to have', but I can live without it being offered	Weighted counts	65	267	329	221	234	584	457	849	81	59	62	698	348	
	Column Comparisons														
	% within column	27%	22%	19%	15%	17%	17%	20%	18%	20%	21%	17%	18%	20%	
This is not important to me – don't mind if not offered	Weighted counts	52	188	199	103	129	327	287	508	41	41	29	408	209	
	Column Comparisons	a B	c												
	% within column	8%	4%	3%	3%	4%	2%	5%	3%	2%	4%	2%	3%	5%	
This is a negative to me	Weighted counts	15	33	29	22	29	45	68	96	5	8	4	62	51	
	Column Comparisons	a B c						A						a	
	% within column	31%	44%	47%	50%	49%	50%	43%	48%	39%	44%	44%	49%	42%	
NET: Important (T2B)	Weighted counts	58	382	488	343	380	966	620	1,354	81	85	73	1,144	448	
	Column Comparisons						B						B		
	% within column														
Effective Column n	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920	
	Column Comparisons														
	% within column														
Unweighted base			228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base			191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD10a_9: List of factors people consider when sending parcels...														
Convenient options for the recipient to accept the delivery														
This is mandatory to me – a must have	% within column	18%	28%	13%	20%	18%	16%	17%	17%	18%	19%	19%	19%	12%
	Weighted counts	595	281	314	159	170	134	131	272	323	89	230	216	48
	Column Comparisons	-	B								d E	d E	d E	
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	42%	44%	44%	43%	41%	45%	42%	44%	46%	45%	43%	39%
	Weighted counts	1,461	424	1,038	357	410	341	353	678	783	211	543	484	150
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	31%	23%	34%	29%	31%	34%	28%	32%	30%	26%	29%	29%	38%
	Weighted counts	1,033	234	798	238	293	279	222	509	524	121	356	331	147
	Column Comparisons	-		A										a b c
This is not important to me – don't mind if not offered	% within column	8%	6%	8%	6%	7%	8%	9%	8%	7%	8%	6%	7%	10%
	Weighted counts	256	62	194	51	63	70	72	133	123	37	76	83	38
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	32	9	23	8	9	5	10	16	16	5	8	8	4
	Column Comparisons	-												
NET: Important (T2B)	% within column	61%	70%	57%	63%	61%	57%	61%	59%	63%	65%	64%	62%	51%
	Weighted counts	2,056	705	1,352	516	581	476	484	950	1,106	301	773	699	198
	Column Comparisons	-	B								D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
	Column Comparisons													
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG			Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_9: List of factors people consider when sending parcels...														
Convenient options for the recipient to accept the delivery		% within column	6%	17%	17%	16%	20%	19%	16%	18%	14%	18%	19%	14%
This is mandatory to me – a must have	Weighted counts	12	151	181	110	153	356	235	505	29	35	26	444	151
	Column Comparisons												b	
	% within column	38%	41%	44%	46%	41%	45%	42%	43%	45%	44%	47%	43%	44%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	73	359	464	319	320	858	598	1,203	93	85	80	996	464
	Column Comparisons													
	% within column	41%	34%	29%	30%	30%	29%	33%	30%	35%	29%	30%	29%	33%
This is a 'nice to have', but I can live without it being offered	Weighted counts	78	295	299	205	233	553	470	853	73	56	50	677	348
	Column Comparisons	a b c						a						
	% within column	11%	7%	8%	7%	8%	7%	8%	8%	5%	7%	7%	7%	8%
This is not important to me – don't mind if not offered	Weighted counts	22	61	88	47	60	143	112	218	11	14	12	170	83
	Column Comparisons													
	% within column	4%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
This is a negative to me	Weighted counts	7	4	13	8	7	12	17	28	2	3	0	23	9
	Column Comparisons	b c												
	% within column	44%	59%	62%	62%	61%	63%	58%	61%	59%	62%	63%	62%	58%
NET: Important (T2B)	Weighted counts	85	510	645	429	473	1,215	834	1,708	123	120	106	1,440	615
	Column Comparisons						b							
	% within column													
Effective Column n	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Unweighted base														
Weighted base														
		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	28%	21%	22%	22%	22%	26%	23%	23%	25%	28%	23%	11%
	Weighted counts	772	278	493	179	207	181	205	372	400	116	335	260	43
	Column Comparisons	-	B								D E	c D E	D E	
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	33%	40%	36%	39%	36%	39%	38%	37%	40%	37%	37%	40%
	Weighted counts	1,268	330	938	293	365	302	308	606	662	184	447	413	156
	Column Comparisons	-		A										
This is a 'nice to have', but I can live without it being offered	% within column	29%	27%	30%	31%	29%	31%	25%	29%	29%	25%	27%	29%	38%
	Weighted counts	982	274	708	249	278	261	195	466	516	118	328	322	147
	Column Comparisons	-					d							a b c
This is not important to me – don't mind if not offered	% within column	9%	11%	8%	11%	8%	10%	8%	9%	10%	8%	8%	10%	9%
	Weighted counts	310	114	196	86	78	81	64	141	168	37	96	110	36
	Column Comparisons	-	b											
This is a negative to me	% within column	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%
	Weighted counts	45	14	32	5	19	5	16	22	23	10	7	17	5
	Column Comparisons	-												
NET: Important (T2B)	% within column	60%	60%	60%	58%	60%	58%	65%	61%	60%	65%	64%	60%	51%
	Weighted counts	2,039	608	1,431	473	571	483	513	978	1,061	300	782	673	199
	Column Comparisons	-						a c			D E	D E	d E	
Effective Column n	% within column													
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
Column Comparisons														
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Age	SEG				Working status		UK nation				Rurality	
QD10a_10: List of factors people consider when sending parcels...			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Insurance against damage or loss			10%	23%	20%	26%	24%	25%	20%	23%	20%	23%	24%	24%	20%
This is mandatory to me – a must have	% within column		10%	23%	20%	26%	24%	25%	20%	23%	20%	23%	24%	24%	20%
	Weighted counts		18	197	212	176	187	483	285	647	42	44	40	562	207
	Column Comparisons							b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column		36%	36%	40%	38%	35%	37%	38%	37%	41%	39%	40%	37%	39%
	Weighted counts		68	314	417	262	274	714	545	1,039	85	76	68	857	409
	Column Comparisons														
This is a 'nice to have', but I can live without it being offered	% within column		35%	29%	30%	26%	31%	27%	31%	29%	30%	29%	30%	28%	30%
	Weighted counts		67	250	317	176	239	526	449	815	62	55	50	658	321
	Column Comparisons								a						
This is not important to me – don't mind if not offered	% within column		16%	11%	8%	10%	8%	9%	9%	10%	8%	8%	5%	9%	10%
	Weighted counts		31	94	89	66	61	178	130	269	17	15	9	203	105
	Column Comparisons		a b c d												
This is a negative to me	% within column		3%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%
	Weighted counts		6	16	11	8	12	21	23	38	2	3	2	32	13
	Column Comparisons		b												
NET: Important (T2B)	% within column		45%	59%	60%	64%	60%	62%	58%	60%	61%	62%	64%	61%	58%
	Weighted counts		86	511	629	438	461	1,197	830	1,686	127	120	108	1,419	617
	Column Comparisons							b							
Effective Column n	% within column														
	Weighted counts		167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons														
Unweighted base			228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base			191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	31%	35%	29%	32%	32%	32%	29%	28%	34%	31%	29%	35%	29%
	Weighted counts	1,052	354	697	258	303	262	229	458	594	145	346	388	114
	Column Comparisons	-	b							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	43%	46%	46%	44%	43%	46%	44%	46%	43%	46%	43%	48%
	Weighted counts	1,514	435	1,080	376	413	359	367	703	812	202	558	479	185
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	18%	17%	19%	17%	19%	19%	18%	21%	16%	19%	19%	17%	18%
	Weighted counts	609	167	442	134	178	156	140	332	277	88	229	193	71
	Column Comparisons	-							b					
This is not important to me – don't mind if not offered	% within column	5%	5%	5%	5%	4%	5%	6%	6%	4%	3%	6%	5%	4%
	Weighted counts	167	48	119	37	42	45	44	93	74	15	74	53	16
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	0%	1%	1%
	Weighted counts	35	6	29	8	10	7	10	23	12	15	6	9	2
	Column Comparisons	-							b		B c d			
NET: Important (T2B)	% within column	76%	78%	75%	78%	76%	75%	75%	72%	79%	75%	74%	77%	77%
	Weighted counts	2,566	789	1,777	634	716	621	595	1,160	1,406	347	903	867	299
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347
	Column Comparisons													
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK														
This is mandatory to me – a must have	% within column	31%	31%	31%	33%	30%	31%	31%	31%	24%	32%	37%	32%	30%
	Weighted counts	59	270	324	226	231	599	448	877	50	63	62	737	314
	Column Comparisons										b	B		
This is a 'great to have' – makes a difference and can sway my decision	% within column	48%	42%	46%	46%	45%	44%	46%	44%	51%	46%	45%	44%	47%
	Weighted counts	92	369	477	317	351	845	661	1,244	106	89	75	1,017	495
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	15%	19%	17%	16%	20%	18%	18%	18%	22%	17%	15%	18%	18%
	Weighted counts	28	167	178	108	155	350	256	507	45	32	25	415	189
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	5%	6%	5%	4%	4%	6%	4%	5%	3%	4%	3%	5%	4%
	Weighted counts	9	53	55	25	33	110	54	147	6	8	5	124	41
	Column Comparisons						b							
This is a negative to me	% within column	2%	1%	1%	2%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	3	11	10	11	2	19	12	32	1	2	1	20	16
	Column Comparisons													
NET: Important (T2B)	% within column	79%	73%	77%	79%	75%	75%	77%	76%	75%	78%	82%	76%	77%
	Weighted counts	151	639	801	543	582	1,443	1,110	2,121	156	152	137	1,753	809
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	39%	41%	38%	39%	40%	37%	39%	34%	43%	40%	39%	42%	32%	
	Weighted counts	1,310	416	894	318	375	308	309	551	759	185	477	468	123	
	Column Comparisons	-								A	e	d e	d e		
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	38%	41%	40%	38%	43%	40%	40%	40%	38%	39%	39%	48%	
	Weighted counts	1,354	385	970	329	355	354	316	650	704	179	468	440	187	
	Column Comparisons	-												a b c	
This is a 'nice to have', but I can live without it being offered	% within column	17%	15%	17%	17%	18%	16%	16%	20%	14%	17%	18%	15%	18%	
	Weighted counts	567	156	411	140	166	134	127	321	246	80	213	163	69	
	Column Comparisons	-							B						
This is not important to me – don't mind if not offered	% within column	4%	5%	3%	3%	5%	3%	4%	4%	3%	3%	3%	4%	2%	
	Weighted counts	120	47	73	22	43	28	28	69	51	15	40	47	7	
	Column Comparisons	-	b												
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	
	Weighted counts	26	7	19	4	8	5	9	18	8	6	15	3	0	
	Column Comparisons	-													
NET: Important (T2B)	% within column	79%	79%	79%	80%	77%	80%	79%	75%	83%	78%	78%	81%	80%	
	Weighted counts	2,664	800	1,863	647	730	662	625	1,201	1,463	364	945	908	311	
	Column Comparisons	-								A			e		
Effective Column n	% within column														
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347	
Column Comparisons															
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475	
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	29%	37%	38%	40%	40%	39%	39%	38%	37%	47%	41%	39%	38%
	Weighted counts	56	325	398	276	311	750	553	1,074	76	91	68	906	403
	Column Comparisons										b			
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	41%	39%	41%	40%	39%	42%	40%	43%	33%	41%	39%	42%
	Weighted counts	80	353	409	282	310	750	598	1,131	90	64	69	907	444
	Column Comparisons									c				
This is a 'nice to have', but I can live without it being offered	% within column	22%	18%	19%	15%	15%	17%	16%	17%	17%	17%	16%	17%	15%
	Weighted counts	42	152	195	101	119	331	229	473	35	32	27	399	163
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	6%	4%	3%	4%	4%	4%	3%	4%	3%	3%	3%	4%	3%
	Weighted counts	11	33	34	25	28	75	44	105	6	5	4	83	35
	Column Comparisons													
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	2	8	9	4	5	16	9	24	1	1	0	16	10
	Column Comparisons													
NET: Important (T2B)	% within column	71%	78%	77%	81%	80%	78%	80%	79%	80%	80%	82%	78%	80%
	Weighted counts	135	677	807	558	621	1,500	1,151	2,205	166	155	137	1,813	847
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	36%	41%	34%	37%	34%	35%	39%	34%	38%	39%	38%	39%	26%	
	Weighted counts	1,217	418	799	298	319	289	310	540	676	181	464	432	102	
	Column Comparisons	-	B							a	D E	D E	D E		
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	37%	41%	41%	41%	36%	41%	40%	40%	35%	39%	41%	45%	
	Weighted counts	1,344	378	967	333	386	301	325	642	702	164	469	455	174	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	18%	14%	20%	17%	19%	23%	14%	20%	17%	19%	18%	15%	23%	
	Weighted counts	621	144	477	141	179	187	114	326	295	86	224	169	87	
	Column Comparisons	-		A			d		b					c	
This is not important to me – don't mind if not offered	% within column	5%	6%	5%	5%	5%	6%	4%	6%	5%	6%	4%	5%	6%	
	Weighted counts	172	61	111	37	52	49	35	90	82	28	51	55	23	
	Column Comparisons	-													
This is a negative to me	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	
	Weighted counts	23	10	13	5	11	3	5	10	13	5	6	10	0	
	Column Comparisons	-													
NET: Important (T2B)	% within column	76%	79%	75%	78%	74%	71%	81%	74%	78%	74%	77%	79%	71%	
	Weighted counts	2,561	795	1,766	630	705	590	635	1,183	1,378	345	932	887	276	
	Column Comparisons	-	b		c			b C		a	e	e	d E		
Effective Column n	% within column														
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347	
Column Comparisons															
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475	
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	20%	33%	35%	39%	38%	37%	35%	36%	33%	39%	40%	37%	34%
	Weighted counts	38	285	364	272	296	717	495	1,005	68	76	68	855	361
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	42%	38%	38%	41%	40%	39%	40%	42%	39%	38%	40%	41%
	Weighted counts	82	367	402	259	317	769	565	1,118	87	76	63	914	428
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	28%	20%	20%	16%	16%	17%	20%	18%	20%	17%	18%	18%	20%
	Weighted counts	54	172	213	110	125	327	288	515	42	32	31	406	208
	Column Comparisons	a b C						a						
This is not important to me – don't mind if not offered	% within column	8%	5%	5%	6%	4%	5%	5%	5%	5%	4%	3%	5%	5%
	Weighted counts	15	44	56	39	33	93	78	148	11	8	6	122	50
	Column Comparisons													
This is a negative to me	% within column	1%	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%	1%	1%
	Weighted counts	2	3	10	8	2	16	7	21	0	2	0	15	8
	Column Comparisons													
NET: Important (T2B)	% within column	63%	75%	73%	77%	79%	77%	74%	76%	74%	79%	78%	77%	75%
	Weighted counts	120	651	766	531	613	1,486	1,060	2,123	155	152	131	1,769	789
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	44%	36%	40%	36%	38%	40%	36%	40%	39%	39%	40%	32%	
	Weighted counts	1,289	445	843	322	337	314	316	573	716	181	477	454	125	
	Column Comparisons	-	B							a	e	e	d e		
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	39%	40%	40%	42%	39%	38%	39%	41%	37%	38%	41%	42%	
	Weighted counts	1,347	392	955	327	394	326	300	629	718	174	462	463	162	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	17%	13%	19%	16%	18%	19%	16%	19%	15%	18%	17%	14%	23%	
	Weighted counts	585	130	455	128	174	157	126	314	272	85	211	156	88	
	Column Comparisons	-		A					b					C	
This is not important to me – don't mind if not offered	% within column	4%	3%	4%	4%	3%	3%	5%	5%	3%	5%	4%	4%	3%	
	Weighted counts	133	34	100	32	32	27	42	78	56	22	53	41	11	
	Column Comparisons	-							b						
This is a negative to me	% within column	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	0%	
	Weighted counts	22	8	14	3	9	4	6	15	7	3	9	7	1	
	Column Comparisons	-													
NET: Important (T2B)	% within column	78%	83%	76%	80%	77%	77%	78%	75%	81%	76%	77%	82%	74%	
	Weighted counts	2,636	838	1,798	649	731	641	615	1,202	1,434	355	939	917	287	
	Column Comparisons	-	B							A			d e		
Effective Column n	% within column														
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347	
	Column Comparisons														
Unweighted base			3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475
Weighted base			3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10a_14: List of factors people consider when sending parcels...															
Guaranteed delivery to recipient's door		% within column	27%	38%	36%	41%	39%	39%	37%	38%	37%	44%	42%	40%	35%
This is mandatory to me – a must have	Weighted counts	52	332	378	280	299	749	531	1,057	77	84	71	915	371	
	Column Comparisons												b		
	% within column	45%	37%	42%	40%	41%	40%	40%	40%	45%	37%	35%	39%	42%	
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	86	324	436	273	314	765	578	1,123	93	72	59	905	441	
	Column Comparisons									d					
	% within column	23%	20%	17%	16%	16%	17%	18%	18%	15%	13%	19%	17%	19%	
This is a 'nice to have', but I can live without it being offered	Weighted counts	44	171	182	107	125	320	260	495	32	26	33	383	196	
	Column Comparisons	c													
	% within column	4%	5%	4%	4%	4%	4%	3%	4%	3%	5%	3%	4%	4%	
This is not important to me – don't mind if not offered	Weighted counts	7	40	39	26	28	82	48	113	6	10	4	91	41	
	Column Comparisons														
	% within column	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	
This is a negative to me	Weighted counts	2	3	10	3	7	6	15	20	1	1	0	17	6	
	Column Comparisons							a							
	% within column	72%	75%	78%	80%	79%	79%	77%	78%	81%	81%	78%	79%	77%	
NET: Important (T2B)	Weighted counts	138	656	814	553	613	1,514	1,110	2,180	170	156	131	1,820	812	
	Column Comparisons														
	% within column														
Effective Column n	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920	
	Column Comparisons														
Unweighted base			228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base			191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_15: List of factors people consider when sending parcels... Daily collection service			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	32%	19%	24%	23%	22%	21%	21%	24%	19%	24%	25%	21%	
	Weighted counts	766	326	440	197	219	185	164	342	423	90	286	275	83	
	Column Comparisons	-	B												
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	37%	36%	37%	37%	34%	36%	37%	35%	38%	38%	34%	37%	
	Weighted counts	1,215	374	841	299	352	279	285	590	625	176	458	378	145	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	28%	21%	31%	25%	27%	31%	29%	28%	28%	31%	27%	27%	26%	
	Weighted counts	947	216	731	207	258	256	226	458	489	144	332	308	102	
	Column Comparisons	-		A											
This is not important to me – don't mind if not offered	% within column	12%	9%	13%	12%	11%	12%	13%	12%	11%	11%	10%	13%	12%	
	Weighted counts	398	87	312	99	100	96	103	195	203	51	124	143	48	
	Column Comparisons	-		A											
This is a negative to me	% within column	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%	
	Weighted counts	51	8	43	12	16	12	11	23	28	4	13	18	9	
	Column Comparisons	-		a											
NET: Important (T2B)	% within column	59%	69%	54%	61%	60%	56%	57%	58%	59%	57%	61%	58%	59%	
	Weighted counts	1,981	700	1,281	496	571	464	449	932	1,048	266	744	653	228	
	Column Comparisons	-	B									e	e	e	
Effective Column n	% within column														
	Weighted counts	2,590	483	2,107	638	720	634	597	1,217	1,373	321	877	879	347	
	Column Comparisons														
Unweighted base		3,545	661	2,884	874	986	868	817	1,666	1,879	439	1,200	1,203	475	
Weighted base		3,377	1,010	2,367	813	946	829	789	1,608	1,769	465	1,213	1,121	387	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG			Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_15: List of factors people consider when sending parcels... Daily collection service														
This is mandatory to me – a must have	% within column	17%	24%	22%	22%	23%	22%	23%	23%	18%	25%	26%	24%	19%
	Weighted counts	32	208	227	154	177	429	336	636	38	48	43	562	204
	Column Comparisons												b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	30%	33%	38%	37%	35%	37%	35%	36%	39%	36%	36%	36%	37%
	Weighted counts	58	290	400	252	273	704	503	1,003	81	69	61	821	392
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	32%	29%	27%	29%	28%	27%	29%	28%	29%	24%	28%	28%	28%
	Weighted counts	61	251	285	197	214	528	410	793	60	47	47	649	291
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	17%	13%	11%	11%	12%	12%	11%	12%	12%	13%	9%	11%	14%
	Weighted counts	33	111	118	78	90	237	158	332	26	25	16	249	148
	Column Comparisons													a
This is a negative to me	% within column	4%	1%	1%	1%	3%	1%	2%	2%	1%	2%	1%	1%	2%
	Weighted counts	8	10	14	7	20	24	25	43	3	4	1	30	21
	Column Comparisons													
NET: Important (T2B)	% within column	47%	57%	60%	59%	58%	59%	59%	58%	57%	61%	62%	60%	56%
	Weighted counts	90	498	628	406	449	1,132	839	1,639	119	118	104	1,383	595
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	167	671	790	538	591	1,444	1,131	1,634	339	329	288	1,664	920
	Column Comparisons													
Unweighted base		228	918	1,082	736	809	1,977	1,548	2,237	464	450	394	2,278	1,259
Weighted base		191	870	1,045	688	773	1,922	1,432	2,807	208	193	168	2,311	1,055
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3545; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		QD10b: List of factors people consider when sending letters						
		This is a 'great to have' – makes a difference to me – a must have	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Total	
Guaranteed delivery to recipient's door	% within row	47%	35%	15%	3%	1%	82%	100%
	Weighted counts	2,205	1,617	677	138	33	3,822	4,670
Low cost	% within row	37%	44%	16%	3%	1%	80%	100%
	Weighted counts	1,710	2,048	753	123	35	3,759	4,670
Same price to send to anywhere within the UK	% within row	38%	42%	15%	4%	1%	80%	100%
	Weighted counts	1,759	1,969	723	195	24	3,728	4,670
Delivery within 3 days	% within row	34%	41%	19%	4%	1%	76%	100%
	Weighted counts	1,606	1,926	885	196	57	3,531	4,670
Convenient to post (within ½ mile)	% within row	35%	40%	20%	4%	1%	75%	100%
	Weighted counts	1,655	1,860	914	205	35	3,515	4,670
Fast delivery	% within row	29%	44%	22%	5%	1%	73%	100%
	Weighted counts	1,354	2,046	1,011	220	38	3,400	4,670
Daily collection service	% within row	34%	35%	22%	7%	1%	70%	100%
	Weighted counts	1,597	1,657	1,048	318	50	3,254	4,670
Next day delivery option	% within row	22%	41%	28%	9%	1%	62%	100%
	Weighted counts	1,020	1,898	1,284	416	51	2,918	4,670

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_1: List of factors people consider when sending letters... Low cost		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	37%	40%	34%	35%	35%	40%	39%	33%	41%	38%	35%	39%	33%
	Weighted counts	1,710	798	912	542	574	402	192	744	966	246	537	585	198
	Column Comparisons	-	b							A				
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	42%	46%	46%	44%	40%	46%	44%	44%	42%	44%	44%	47%
	Weighted counts	2,048	833	1,215	706	715	403	224	1,003	1,045	271	685	660	278
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	16%	16%	16%	16%	17%	18%	13%	20%	13%	18%	18%	14%	17%
	Weighted counts	753	315	438	244	272	175	62	452	301	114	272	206	100
	Column Comparisons	-							B					
This is not important to me – don't mind if not offered	% within column	3%	2%	3%	3%	3%	2%	2%	3%	3%	2%	2%	3%	3%
	Weighted counts	123	49	74	42	55	18	8	63	60	13	34	42	19
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	35	11	24	14	14	4	4	24	11	7	13	5	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	80%	81%	80%	81%	79%	80%	85%	76%	84%	79%	79%	83%	80%
	Weighted counts	3,759	1,631	2,127	1,249	1,289	805	416	1,747	2,011	517	1,222	1,245	475
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10b_1: List of factors people consider when sending letters... Low cost		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scottl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	38%	31%	37%	37%	40%	35%	39%	37%	30%	42%	34%	36%	38%
	Weighted counts	145	323	537	354	496	864	837	1,432	82	109	88	1,154	557
	Column Comparisons			a	a	A		a			B d			
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	48%	45%	43%	40%	45%	42%	43%	49%	40%	50%	43%	45%
	Weighted counts	155	494	646	410	498	1,135	903	1,681	136	103	127	1,387	661
	Column Comparisons			d						c		c		
This is a 'nice to have', but I can live without it being offered	% within column	16%	17%	15%	16%	16%	17%	15%	16%	17%	14%	14%	17%	14%
	Weighted counts	61	177	221	154	201	418	330	634	47	36	35	536	210
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	4%	3%	2%	3%	3%	3%	3%	2%	3%	4%	2%	3%	2%
	Weighted counts	15	35	32	24	33	65	57	96	10	11	6	87	33
	Column Comparisons													
This is a negative to me	% within column	2%	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	10	5	11	8	11	16	18	32	1	1	0	25	10
	Column Comparisons	C d												
NET: Important (T2B)	% within column	78%	79%	82%	80%	80%	80%	81%	80%	79%	81%	84%	80%	83%
	Weighted counts	300	817	1,183	764	995	1,999	1,740	3,113	218	213	215	2,541	1,218
	Column Comparisons													a
Effective Column n	% within column													
	Weighted counts	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
	Column Comparisons													
Unweighted base		406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base		385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_2: List of factors people consider when sending letters... Fast delivery		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	29%	35%	24%	29%	28%	28%	32%	27%	31%	30%	29%	31%	28%
	Weighted counts	1,354	704	651	450	461	284	159	609	745	194	445	465	164
	Column Comparisons	-	B							a			e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	39%	47%	44%	44%	43%	45%	43%	45%	43%	47%	42%	42%
	Weighted counts	2,046	790	1,256	683	709	434	219	985	1,061	281	725	632	250
	Column Comparisons	-		A										
This is a 'nice to have', but I can live without it being offered	% within column	22%	19%	24%	21%	23%	23%	17%	24%	19%	19%	20%	21%	25%
	Weighted counts	1,011	376	635	329	372	228	83	556	456	122	309	322	148
	Column Comparisons	-		A					B					
This is not important to me – don't mind if not offered	% within column	5%	6%	4%	5%	4%	5%	5%	5%	4%	7%	4%	5%	5%
	Weighted counts	220	120	100	73	72	51	24	115	105	43	54	70	31
	Column Comparisons	-	b											
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%	1%	0%
	Weighted counts	38	17	21	12	15	6	6	22	16	11	7	9	2
	Column Comparisons	-									b			
NET: Important (T2B)	% within column	73%	74%	72%	73%	72%	72%	77%	70%	76%	73%	76%	73%	70%
	Weighted counts	3,400	1,493	1,906	1,134	1,170	718	378	1,594	1,806	475	1,170	1,097	414
	Column Comparisons	-								A	e	d E	e	
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10b_2: List of factors people consider when sending letters... Fast delivery		% within column	22%	27%	29%	32%	29%	30%	28%	29%	24%	31%	39%	29%	29%
This is mandatory to me – a must have		Weighted counts	86	277	418	305	354	742	604	1,106	67	81	100	923	431
		Column Comparisons									b	a B c			
This is a 'great to have' – makes a difference and can sway my decision		% within column	41%	45%	44%	42%	44%	46%	42%	44%	47%	43%	44%	44%	44%
		Weighted counts	157	467	632	399	547	1,138	903	1,689	130	113	113	1,403	642
		Column Comparisons					b								
This is a 'nice to have', but I can live without it being offered		% within column	29%	22%	23%	21%	21%	20%	24%	22%	22%	21%	14%	22%	21%
		Weighted counts	111	227	327	196	262	493	507	860	60	55	37	698	311
		Column Comparisons	a b c					a	d	d	d				
This is not important to me – don't mind if not offered		% within column	6%	6%	4%	4%	5%	4%	5%	5%	6%	4%	3%	4%	5%
		Weighted counts	23	59	58	41	63	107	110	188	15	10	6	142	74
		Column Comparisons													
This is a negative to me		% within column	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
		Weighted counts	8	4	13	9	13	18	21	33	3	2	0	24	13
		Column Comparisons	b c												
NET: Important (T2B)		% within column	63%	72%	73%	74%	73%	75%	70%	72%	72%	74%	83%	73%	73%
		Weighted counts	243	744	1,049	705	901	1,881	1,508	2,795	198	194	213	2,326	1,073
		Column Comparisons					b						a B c		
Effective Column n		% within column													
		Weighted counts	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
		Column Comparisons													
Unweighted base			406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base			385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_3: List of factors people consider when sending letters... Next day delivery option		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	22%	28%	17%	20%	21%	24%	24%	21%	23%	24%	22%	23%	20%
	Weighted counts	1,020	560	459	314	347	240	119	480	540	154	342	347	121
	Column Comparisons	-	B								e	e	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	40%	41%	40%	40%	41%	43%	41%	41%	40%	43%	41%	38%
	Weighted counts	1,898	794	1,104	624	657	407	209	933	965	263	658	608	226
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	28%	22%	31%	29%	27%	27%	23%	29%	26%	26%	27%	26%	30%
	Weighted counts	1,284	450	834	451	448	274	112	653	631	171	414	393	181
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	9%	9%	9%	9%	10%	7%	8%	9%	9%	8%	7%	9%	10%
	Weighted counts	416	177	239	146	156	73	41	198	218	53	112	138	59
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
	Weighted counts	51	24	27	14	21	8	9	23	29	9	14	12	9
	Column Comparisons	-												
NET: Important (T2B)	% within column	62%	68%	59%	61%	62%	65%	67%	62%	63%	64%	65%	64%	58%
	Weighted counts	2,918	1,355	1,563	938	1,004	647	329	1,413	1,505	417	1,001	955	347
	Column Comparisons	-	B								e	d E	E	
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10b_3: List of factors people consider when sending letters... Next day delivery option		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	14%	24%	22%	21%	21%	23%	21%	22%	16%	20%	25%	23%	19%
	Weighted counts	55	247	314	199	260	571	445	857	45	53	65	736	284
	Column Comparisons											b	b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	41%	40%	41%	40%	43%	38%	40%	46%	39%	44%	40%	42%
	Weighted counts	143	429	582	391	496	1,081	807	1,555	128	101	114	1,276	621
	Column Comparisons						B							
This is a 'nice to have', but I can live without it being offered	% within column	33%	26%	29%	27%	28%	25%	30%	28%	25%	31%	26%	28%	27%
	Weighted counts	125	268	413	257	346	631	643	1,068	70	81	66	886	392
	Column Comparisons							a						
This is not important to me – don't mind if not offered	% within column	14%	8%	9%	9%	9%	8%	10%	9%	11%	10%	4%	8%	11%
	Weighted counts	55	83	128	89	116	194	221	350	30	25	10	257	157
	Column Comparisons	a b c						a		D	d			a
This is a negative to me	% within column	2%	1%	1%	1%	2%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	8	6	10	14	21	21	30	46	3	1	1	34	17
	Column Comparisons													
NET: Important (T2B)	% within column	51%	65%	62%	62%	61%	66%	58%	62%	63%	59%	70%	63%	62%
	Weighted counts	197	676	896	590	756	1,652	1,252	2,412	173	154	179	2,012	905
	Column Comparisons						B					b c		
Effective Column n	% within column													
	Weighted counts	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
	Column Comparisons													
Unweighted base		406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base		385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	34%	43%	28%	34%	32%	35%	39%	33%	36%	29%	32%	39%	36%	
	Weighted counts	1,606	865	740	531	526	356	193	755	851	191	493	577	213	
	Column Comparisons	-	B										a b		
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	37%	44%	43%	41%	39%	40%	41%	42%	41%	45%	39%	40%	
	Weighted counts	1,926	742	1,184	666	671	394	194	932	994	267	693	584	237	
	Column Comparisons	-		A								c			
This is a 'nice to have', but I can live without it being offered	% within column	19%	15%	22%	17%	21%	20%	15%	20%	18%	24%	18%	17%	19%	
	Weighted counts	885	308	577	269	338	203	75	465	420	156	284	252	116	
	Column Comparisons	-		A					b		c				
This is not important to me – don't mind if not offered	% within column	4%	3%	5%	4%	4%	4%	4%	5%	4%	5%	4%	4%	3%	
	Weighted counts	196	70	126	65	72	38	21	104	92	32	56	67	21	
	Column Comparisons	-													
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	
	Weighted counts	57	21	36	17	22	11	6	30	27	6	14	18	9	
	Column Comparisons	-													
NET: Important (T2B)	% within column	76%	80%	72%	77%	73%	75%	79%	74%	77%	70%	77%	78%	76%	
	Weighted counts	3,531	1,607	1,924	1,197	1,197	749	388	1,687	1,844	457	1,186	1,161	450	
	Column Comparisons	-	B							a		a	a		
Effective Column n	% within column														
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479	
	Column Comparisons														
Unweighted base			4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base			4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	34%	32%	35%	37%	34%	35%	34%	34%	29%	37%	37%	35%	34%
	Weighted counts	133	333	500	351	421	867	732	1,332	81	97	96	1,112	494
	Column Comparisons										b	b		
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	44%	42%	40%	40%	42%	40%	41%	46%	42%	45%	41%	43%
	Weighted counts	144	450	601	376	499	1,062	858	1,572	126	111	117	1,299	626
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	20%	19%	18%	18%	20%	17%	20%	19%	20%	15%	15%	19%	19%
	Weighted counts	78	195	267	174	250	435	439	751	55	40	39	605	275
	Column Comparisons							a						
This is not important to me – don't mind if not offered	% within column	5%	4%	4%	4%	4%	4%	4%	4%	4%	4%	2%	4%	4%
	Weighted counts	21	45	59	38	54	109	86	170	11	11	4	129	64
	Column Comparisons													
This is a negative to me	% within column	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	10	11	20	11	16	26	30	50	3	2	1	45	12
	Column Comparisons													
NET: Important (T2B)	% within column	72%	76%	76%	77%	74%	77%	74%	75%	75%	79%	83%	76%	76%
	Weighted counts	277	783	1,101	727	920	1,928	1,590	2,904	207	208	212	2,411	1,120
	Column Comparisons						b					b		
Effective Column n	% within column													
	Weighted counts	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
	Column Comparisons													
Unweighted base		406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base		385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_5: List of factors people consider when sending letters... Convenient to post (within ½ mile)		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	35%	45%	28%	35%	36%	35%	38%	31%	40%	30%	32%	39%	37%
	Weighted counts	1,655	908	747	534	587	347	187	711	944	194	497	588	222
	Column Comparisons	-	B							A			A b	a
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	37%	42%	42%	38%	39%	40%	40%	39%	42%	42%	38%	37%
	Weighted counts	1,860	747	1,113	654	619	392	194	921	939	271	652	571	222
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	20%	14%	24%	19%	20%	21%	18%	23%	17%	22%	20%	18%	20%
	Weighted counts	914	275	639	289	328	211	86	518	396	144	314	267	120
	Column Comparisons	-		A					B					
This is not important to me – don't mind if not offered	% within column	4%	3%	5%	4%	5%	5%	4%	5%	4%	5%	5%	4%	4%
	Weighted counts	205	69	136	58	82	46	19	112	94	35	70	61	26
	Column Comparisons	-		a										
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	35	7	28	12	13	6	5	26	10	7	8	12	5
	Column Comparisons	-		a					b					
NET: Important (T2B)	% within column	75%	82%	70%	77%	74%	74%	78%	71%	79%	71%	75%	77%	75%
	Weighted counts	3,515	1,655	1,860	1,189	1,207	739	381	1,632	1,883	465	1,149	1,158	444
	Column Comparisons	-	B							A				
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Age	SEG			Working status		UK nation				Rurality		
			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10b_5: List of factors people consider when sending letters... Convenient to post (within ½ mile)			40%	31%	36%	38%	37%	33%	38%	36%	29%	38%	32%	36%	34%
This is mandatory to me – a must have	% within column		40%	31%	36%	38%	37%	33%	38%	36%	29%	38%	32%	36%	34%
	Weighted counts		154	319	516	357	463	827	822	1,395	80	99	81	1,154	500
	Column Comparisons		a	b		a	a		a			b			
This is a 'great to have' – makes a difference and can sway my decision	% within column		38%	43%	40%	40%	38%	42%	38%	40%	43%	35%	43%	39%	42%
	Weighted counts		144	441	578	376	466	1,044	810	1,542	118	91	110	1,243	617
	Column Comparisons							b			c		c		
This is a 'nice to have', but I can live without it being offered	% within column		18%	21%	20%	18%	20%	20%	19%	19%	22%	22%	22%	20%	19%
	Weighted counts		70	214	290	167	243	492	413	739	62	57	55	632	278
	Column Comparisons														
This is not important to me – don't mind if not offered	% within column		4%	5%	4%	4%	4%	5%	4%	4%	5%	5%	4%	4%	5%
	Weighted counts		14	56	56	40	54	122	82	169	15	12	10	132	70
	Column Comparisons														
This is a negative to me	% within column		1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%
	Weighted counts		3	3	8	10	14	13	18	31	2	2	0	28	5
	Column Comparisons														
NET: Important (T2B)	% within column		78%	74%	76%	77%	75%	75%	76%	76%	72%	73%	75%	75%	76%
	Weighted counts		299	760	1,094	733	929	1,872	1,632	2,936	198	190	191	2,397	1,117
	Column Comparisons														
Effective Column n	% within column														
	Weighted counts		292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
	Column Comparisons														
Unweighted base			406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base			385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	42%	35%	38%	36%	40%	39%	36%	40%	32%	32%	42%	43%
	Weighted counts	1,759	835	924	586	579	404	191	812	947	206	499	631	257
	Column Comparisons	-	B							a			A B	A B
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	40%	44%	44%	42%	39%	43%	41%	43%	41%	47%	41%	38%
	Weighted counts	1,969	796	1,172	679	691	390	208	940	1,028	268	723	608	225
	Column Comparisons	-		a								c d e		
This is a 'nice to have', but I can live without it being offered	% within column	15%	14%	17%	15%	16%	15%	15%	18%	13%	21%	16%	13%	15%
	Weighted counts	723	274	449	233	267	151	72	408	314	134	249	200	87
	Column Comparisons	-		a					B		c			
This is not important to me – don't mind if not offered	% within column	4%	5%	4%	3%	5%	6%	3%	5%	3%	5%	4%	4%	4%
	Weighted counts	195	94	102	46	79	55	15	114	82	35	65	53	24
	Column Comparisons	-					a		b					
This is a negative to me	% within column	1%	0%	1%	0%	1%	0%	1%	1%	1%	1%	0%	0%	0%
	Weighted counts	24	8	17	5	13	1	4	12	12	9	4	5	2
	Column Comparisons	-												
NET: Important (T2B)	% within column	80%	81%	79%	82%	78%	79%	81%	77%	83%	73%	79%	83%	81%
	Weighted counts	3,728	1,632	2,096	1,265	1,270	794	399	1,753	1,975	474	1,222	1,240	483
	Column Comparisons	-								A		a	A	a
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
			Age	SEG			Working status		UK nation				Rurality			
			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK			% within column	43%	37%	38%	38%	38%	36%	40%	38%	33%	41%	35%	37%	39%
This is mandatory to me – a must have			Weighted counts	165	382	550	362	465	896	857	1,469	92	107	90	1,190	569
			Column Comparisons	a b					a							
This is a 'great to have' – makes a difference and can sway my decision			% within column	37%	43%	42%	43%	41%	44%	40%	42%	44%	43%	45%	42%	43%
			Weighted counts	144	442	606	406	514	1,107	854	1,618	121	113	116	1,334	632
			Column Comparisons	b					b							
This is a 'nice to have', but I can live without it being offered			% within column	14%	15%	16%	15%	15%	15%	16%	15%	19%	12%	17%	16%	15%
			Weighted counts	53	150	238	147	188	379	338	596	52	31	43	503	215
			Column Comparisons									c				
This is not important to me – don't mind if not offered			% within column	5%	5%	3%	3%	5%	4%	4%	4%	3%	4%	2%	5%	3%
			Weighted counts	19	55	48	27	66	105	85	171	9	10	6	145	48
			Column Comparisons													
This is a negative to me			% within column	1%	0%	0%	1%	1%	0%	1%	1%	1%	0%	0%	1%	0%
			Weighted counts	4	4	5	8	7	12	12	21	2	0	0	18	7
			Column Comparisons													
NET: Important (T2B)			% within column	80%	80%	80%	81%	79%	80%	80%	80%	77%	84%	81%	79%	82%
			Weighted counts	309	824	1,156	768	979	2,003	1,711	3,087	213	220	207	2,524	1,200
			Column Comparisons										b			
Effective Column n			% within column	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
			Weighted counts													
			Column Comparisons													
Unweighted base				406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base				385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns				E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_7: List of factors people consider when sending letters...		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Guaranteed delivery to recipient's door														
This is mandatory to me – a must have	% within column	47%	55%	41%	47%	42%	52%	57%	44%	50%	46%	44%	50%	52%
	Weighted counts	2,205	1,111	1,094	729	681	519	277	1,016	1,189	298	681	754	307
	Column Comparisons	-	B		b		B	a B		a			b e	b e
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	32%	37%	35%	39%	30%	27%	36%	33%	35%	37%	34%	30%
	Weighted counts	1,617	642	975	549	630	306	131	825	791	227	572	509	179
	Column Comparisons	-		a	c d	C D								
This is a 'nice to have', but I can live without it being offered	% within column	15%	10%	18%	15%	15%	14%	12%	16%	13%	15%	16%	12%	14%
	Weighted counts	677	191	486	226	250	140	60	358	320	100	243	186	84
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%	2%	3%	4%
	Weighted counts	138	54	83	33	55	35	15	65	72	18	34	40	22
	Column Comparisons	-												
This is a negative to me	% within column	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	33	9	24	11	13	3	6	22	11	8	11	8	3
	Column Comparisons	-												
NET: Important (T2B)	% within column	82%	87%	78%	83%	80%	82%	83%	81%	83%	81%	81%	84%	82%
	Weighted counts	3,822	1,753	2,069	1,278	1,311	824	408	1,842	1,980	526	1,253	1,264	486
	Column Comparisons	-	B										e	
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10b_7: List of factors people consider when sending letters...		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Guaranteed delivery to recipient's door														
This is mandatory to me – a must have	% within column	43%	47%	49%	47%	45%	46%	48%	47%	42%	50%	55%	48%	45%
	Weighted counts	164	481	715	446	563	1,159	1,036	1,816	116	132	140	1,536	667
	Column Comparisons										b	B		
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	34%	34%	36%	35%	37%	32%	35%	38%	32%	33%	34%	36%
	Weighted counts	129	354	486	340	437	919	691	1,342	106	85	84	1,083	533
	Column Comparisons						b							
This is a 'nice to have', but I can live without it being offered	% within column	17%	16%	14%	13%	15%	14%	15%	15%	16%	13%	10%	14%	15%
	Weighted counts	64	161	205	123	189	339	332	574	43	33	27	457	216
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	6%	3%	2%	3%	3%	2%	3%	3%	3%	4%	2%	3%	3%
	Weighted counts	24	34	31	31	42	62	74	113	9	11	5	89	47
	Column Comparisons	b c												
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	3	4	11	10	9	20	12	30	1	1	1	25	8
	Column Comparisons													
NET: Important (T2B)	% within column	76%	81%	83%	83%	81%	83%	81%	81%	81%	83%	87%	82%	82%
	Weighted counts	293	835	1,200	786	1,000	2,078	1,727	3,159	222	216	224	2,619	1,199
	Column Comparisons						b					b		
Effective Column n	% within column													
	Weighted counts	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
	Column Comparisons													
Unweighted base		406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base		385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD10b_8: List of factors people consider when sending letters... Daily collection service		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	34%	42%	28%	33%	33%	37%	37%	32%	36%	29%	27%	39%	40%
	Weighted counts	1,597	841	756	515	534	367	181	736	861	189	422	587	238
	Column Comparisons	-	B							a			A B	A B
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	34%	37%	37%	36%	34%	32%	35%	36%	33%	41%	33%	33%
	Weighted counts	1,657	672	984	573	583	344	156	800	856	218	632	487	199
	Column Comparisons	-		a							a C d e			
This is a 'nice to have', but I can live without it being offered	% within column	22%	18%	26%	22%	23%	22%	23%	25%	20%	26%	25%	21%	18%
	Weighted counts	1,048	361	688	335	380	219	114	561	487	170	382	311	110
	Column Comparisons	-		A					b		d	d		
This is not important to me – don't mind if not offered	% within column	7%	6%	8%	7%	7%	6%	7%	7%	7%	10%	6%	7%	7%
	Weighted counts	318	115	203	112	106	64	35	160	157	65	91	97	44
	Column Comparisons	-		a										
This is a negative to me	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	50	18	32	13	26	8	4	29	21	10	14	16	4
	Column Comparisons	-												
NET: Important (T2B)	% within column	70%	75%	65%	70%	69%	71%	69%	67%	72%	62%	68%	72%	74%
	Weighted counts	3,254	1,514	1,740	1,088	1,116	711	338	1,536	1,718	407	1,053	1,074	438
	Column Comparisons	-	B							a			a	a
Effective Column n	% within column													
	Weighted counts	3,336	991	2,346	1,107	1,163	714	351	1,638	1,698	421	1,031	1,113	479
	Column Comparisons													
Unweighted base		4,643	1,379	3,264	1,541	1,619	994	489	2,280	2,363	586	1,435	1,549	667
Weighted base		4,670	2,007	2,663	1,548	1,629	1,002	490	2,287	2,383	651	1,540	1,498	595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10b_8: List of factors people consider when sending letters... Daily collection service														
This is mandatory to me – a must have	% within column	42%	36%	35%	33%	32%	32%	37%	34%	29%	35%	39%	34%	34%
	Weighted counts	161	372	511	313	401	797	795	1,326	80	91	100	1,092	503
	Column Comparisons	A B						a				b		
This is a 'great to have' – makes a difference and can sway my decision	% within column	31%	36%	35%	37%	35%	37%	33%	35%	36%	35%	41%	35%	37%
	Weighted counts	121	376	500	349	431	933	717	1,363	98	90	105	1,111	545
	Column Comparisons						b							
This is a 'nice to have', but I can live without it being offered	% within column	20%	21%	23%	23%	24%	23%	22%	23%	25%	21%	16%	23%	21%
	Weighted counts	75	213	326	216	293	580	461	884	69	55	41	734	310
	Column Comparisons									d				
This is not important to me – don't mind if not offered	% within column	5%	6%	7%	7%	7%	7%	7%	7%	9%	9%	4%	7%	7%
	Weighted counts	21	67	95	63	93	165	148	260	24	23	10	218	97
	Column Comparisons									d	d			
This is a negative to me	% within column	2%	0%	1%	1%	2%	1%	1%	1%	2%	1%	0%	1%	1%
	Weighted counts	7	4	15	9	22	23	23	43	5	2	1	34	15
	Column Comparisons													
NET: Important (T2B)	% within column	73%	72%	70%	70%	67%	69%	70%	69%	64%	69%	80%	69%	71%
	Weighted counts	282	748	1,012	662	832	1,730	1,512	2,689	178	182	205	2,204	1,048
	Column Comparisons	a										a B C		
Effective Column n	% within column													
	Weighted counts	292	775	1,023	684	854	1,753	1,567	2,102	430	410	395	2,139	1,193
	Column Comparisons													
Unweighted base		406	1,079	1,423	952	1,189	2,439	2,180	2,925	599	570	549	2,976	1,660
Weighted base		385	1,033	1,447	950	1,240	2,498	2,145	3,876	276	262	256	3,189	1,471
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4643; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	1%	2%	2%	2%	2%	2%	2%	3%	3%	1%	1%	0%	2%	2%	
	Weighted counts	88	28	60	26	32	22	8	42	46	20	39	22	6	17	23	
	Column Comparisons	-															
Slightly more	% within column	7%	5%	8%	6%	6%	7%	10%	6%	7%	11%	9%	5%	4%	4%	7%	
	Weighted counts	309	104	204	92	94	74	48	148	161	69	131	71	23	85	100	
	Column Comparisons	-		a			a b				C D e	C d e					
No change	% within column	58%	60%	56%	61%	59%	51%	55%	60%	56%	56%	55%	59%	63%	56%	58%	
	Weighted counts	2,701	1,218	1,483	956	960	514	270	1,370	1,330	363	857	885	377	563	844	
	Column Comparisons	-	b		C	c			b								
Slightly less	% within column	19%	17%	20%	18%	20%	20%	15%	17%	20%	14%	18%	19%	20%	25%	18%	
	Weighted counts	874	342	531	278	322	199	75	385	489	94	273	289	119	213	262	
	Column Comparisons	-		a						a					a b		
Much less	% within column	14%	15%	13%	12%	13%	18%	16%	14%	14%	14%	15%	15%	11%	14%	14%	
	Weighted counts	663	313	350	193	208	182	80	330	333	89	225	228	66	147	204	
	Column Comparisons	-					a b										
Don't know	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%	1%	1%	1%	1%	1%	
	Weighted counts	55	20	35	21	13	11	8	23	32	19	21	8	4	11	21	
	Column Comparisons	-									c						
NET: More	% within column	8%	7%	10%	8%	8%	10%	12%	8%	9%	14%	11%	6%	5%	4%	8%	
	Weighted counts	396	132	264	118	126	96	56	189	207	89	170	93	29	102	122	
	Column Comparisons	-		A							C D E	C D E					
NET: Less	% within column	33%	32%	33%	30%	33%	38%	32%	31%	34%	28%	32%	34%	31%	39%	32%	
	Weighted counts	1,537	655	882	471	530	381	155	715	823	183	498	518	186	360	466	
	Column Comparisons	-					a b			a					a		
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	777	1,025	
Unweighted base	% within column																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	1,081	1,426	
Weighted base	% within column																
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	1,036	1,453	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
Much more	% within column	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%
	Weighted counts	24	25	60	28	79	4	3	1	70	18
	Column Comparisons			b						b	
Slightly more	% within column	6%	5%	8%	5%	7%	8%	6%	6%	7%	6%
	Weighted counts	57	67	194	113	256	22	15	15	221	88
	Column Comparisons			b							
No change	% within column	61%	57%	56%	59%	58%	54%	59%	61%	56%	61%
	Weighted counts	580	713	1,403	1,282	2,240	148	155	157	1,788	908
	Column Comparisons				a						a
Slightly less	% within column	16%	20%	18%	19%	19%	19%	17%	18%	18%	19%
	Weighted counts	155	244	453	417	730	52	44	47	584	289
	Column Comparisons										
Much less	% within column	14%	14%	15%	13%	14%	17%	16%	14%	15%	12%
	Weighted counts	133	179	372	288	541	46	41	35	482	179
	Column Comparisons									b	
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%
	Weighted counts	5	18	25	28	47	3	4	1	44	7
	Column Comparisons									b	
NET: More	% within column	8%	7%	10%	7%	9%	9%	7%	6%	9%	7%
	Weighted counts	81	91	254	140	335	26	18	16	291	105
	Column Comparisons			B						b	
NET: Less	% within column	30%	34%	33%	33%	33%	36%	33%	32%	33%	31%
	Weighted counts	289	423	825	706	1,272	99	85	81	1,066	469
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
	Column Comparisons										
Unweighted base		954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base		954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_2: Frequency of sending ... compared to two years ago: Personal letters		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	2%	1%	0%	0%	2%	1%
	Weighted counts	58	19	38	18	29	5	6	29	29	17	30	9	0	1	16	12
	Column Comparisons	-									c d e	c d					
Slightly more	% within column	5%	4%	6%	4%	4%	6%	8%	5%	5%	10%	5%	4%	2%	2%	5%	5%
	Weighted counts	221	73	148	65	62	56	37	106	114	64	83	53	11	9	48	74
	Column Comparisons	-		a				a b			b C D E	d					
No change	% within column	53%	56%	50%	58%	53%	47%	47%	54%	51%	55%	52%	51%	52%	55%	48%	52%
	Weighted counts	2,469	1,136	1,334	903	858	476	232	1,245	1,224	363	808	774	312	213	501	760
	Column Comparisons	-	B		b C d	c											
Slightly less	% within column	18%	15%	20%	17%	21%	17%	13%	17%	19%	11%	16%	20%	24%	21%	18%	19%
	Weighted counts	844	310	534	261	350	170	62	395	449	73	252	295	143	81	187	273
	Column Comparisons	-		A		a c D						a	A	A b	A		
Much less	% within column	22%	23%	21%	19%	19%	27%	29%	21%	22%	18%	22%	24%	21%	20%	26%	21%
	Weighted counts	1,025	457	568	299	311	271	144	488	537	116	343	359	128	79	268	305
	Column Comparisons	-					A B	A B								b c d	
Don't know	% within column	2%	1%	2%	1%	1%	2%	2%	1%	2%	3%	2%	1%	0%	1%	1%	2%
	Weighted counts	72	30	41	20	18	24	9	33	38	21	30	13	2	5	14	28
	Column Comparisons	-									c d						
NET: More	% within column	6%	5%	7%	5%	6%	6%	9%	6%	6%	12%	7%	4%	2%	3%	6%	6%
	Weighted counts	279	92	186	84	91	61	43	136	143	81	113	62	12	10	65	86
	Column Comparisons	-		a							b C D E	c D e	d				
NET: Less	% within column	40%	38%	41%	36%	41%	44%	42%	38%	41%	29%	38%	44%	45%	41%	44%	40%
	Weighted counts	1,869	767	1,102	561	661	441	206	883	986	189	595	655	271	159	456	578
	Column Comparisons	-		a			a					A	A b	A b	a		
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	% within column																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base	% within column																
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QD12_2: Frequency of sending ... compared to two years ago: Personal letters		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
Much more	% within column	2%	1%	2%	1%	1%	1%	1%	0%	2%
	Weighted counts	16	13	40	18	54	2	2	0	49
	Column Comparisons			b					b	
Slightly more	% within column	5%	4%	6%	4%	5%	4%	3%	3%	5%
	Weighted counts	46	52	139	78	194	11	9	7	167
	Column Comparisons			b					b	
No change	% within column	54%	55%	51%	55%	53%	47%	55%	57%	52%
	Weighted counts	519	689	1,273	1,186	2,050	130	143	147	1,674
	Column Comparisons		a		a			b	b	
Slightly less	% within column	18%	17%	18%	18%	18%	21%	17%	16%	17%
	Weighted counts	171	213	450	389	701	57	43	42	545
	Column Comparisons									a
Much less	% within column	21%	21%	23%	21%	22%	27%	22%	22%	22%
	Weighted counts	196	256	567	454	838	73	57	57	706
	Column Comparisons									
Don't know	% within column	1%	2%	1%	1%	1%	1%	3%	2%	2%
	Weighted counts	7	22	37	31	57	3	7	4	49
	Column Comparisons									
NET: More	% within column	6%	5%	7%	4%	6%	5%	4%	3%	7%
	Weighted counts	62	65	179	96	247	13	11	7	216
	Column Comparisons			B					b	
NET: Less	% within column	38%	38%	41%	39%	40%	47%	38%	38%	39%
	Weighted counts	367	468	1,017	843	1,540	131	101	98	1,252
	Column Comparisons						c d			
Effective Column n		686	857	1,756	1,571	2,109	431	410	395	2,139
										1,200
Unweighted base		954	1,192	2,443	2,186	2,935	599	570	549	2,976
Weighted base		954	1,245	2,507	2,156	3,894	276	262	256	3,189
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	1%	2%	2%	1%	2%	2%	2%	1%	3%	2%	1%	1%	0%	3%	1%
	Weighted counts	82	26	56	27	24	19	12	53	29	20	37	20	6	0	26	17
	Column Comparisons	-							b		e						
Slightly more	% within column	7%	5%	9%	8%	7%	7%	8%	7%	8%	15%	9%	5%	4%	2%	8%	6%
	Weighted counts	349	108	241	122	113	74	41	161	188	100	146	74	22	6	85	89
	Column Comparisons	-		A							b C D E	C D E	e				
No change	% within column	53%	55%	51%	54%	54%	50%	49%	54%	52%	53%	51%	52%	55%	60%	48%	54%
	Weighted counts	2,478	1,124	1,354	854	887	498	239	1,243	1,235	344	796	780	326	232	492	788
	Column Comparisons	-	b														a
Slightly less	% within column	20%	18%	21%	20%	21%	18%	19%	19%	21%	14%	20%	21%	21%	19%	23%	21%
	Weighted counts	923	373	551	312	338	179	95	426	497	89	313	320	127	74	233	304
	Column Comparisons	-										a	a	a		d	
Much less	% within column	17%	19%	16%	15%	15%	21%	20%	17%	17%	13%	15%	20%	19%	17%	18%	16%
	Weighted counts	789	376	413	234	248	210	97	386	403	84	232	293	112	67	188	231
	Column Comparisons	-	b				a b						a b				
Don't know	% within column	1%	1%	2%	1%	1%	2%	2%	1%	2%	3%	1%	1%	1%	2%	1%	2%
	Weighted counts	67	19	48	18	20	22	8	28	40	17	22	17	4	8	11	24
	Column Comparisons	-		a													
NET: More	% within column	9%	7%	11%	10%	8%	9%	11%	9%	9%	18%	12%	6%	5%	2%	11%	7%
	Weighted counts	431	134	297	149	137	93	52	214	217	120	183	94	27	6	111	106
	Column Comparisons	-		A							b C D E	C D E	e	e			
NET: Less	% within column	37%	37%	36%	35%	36%	39%	39%	35%	38%	26%	35%	41%	40%	36%	41%	37%
	Weighted counts	1,712	749	964	546	586	389	191	812	900	173	546	613	239	141	422	536
	Column Comparisons	-										a	A b	A	a	d	
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	% within column																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base	% within column																
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%
	Weighted counts	17	21	57	25	71	5	5	2	72	10
	Column Comparisons			b						b	
Slightly more	% within column	8%	8%	8%	7%	8%	9%	7%	6%	8%	7%
	Weighted counts	79	96	207	141	294	24	17	14	242	107
	Column Comparisons										
No change	% within column	54%	55%	51%	55%	53%	50%	54%	59%	53%	53%
	Weighted counts	516	681	1,276	1,191	2,045	139	143	151	1,687	789
	Column Comparisons	a	a		a				b		
Slightly less	% within column	18%	17%	21%	18%	20%	18%	18%	17%	19%	22%
	Weighted counts	174	211	523	394	783	51	47	43	592	329
	Column Comparisons										a
Much less	% within column	17%	17%	17%	17%	17%	20%	18%	16%	17%	16%
	Weighted counts	157	212	417	367	647	54	46	42	552	236
	Column Comparisons										
Don't know	% within column	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%
	Weighted counts	10	23	26	38	55	4	4	4	45	18
	Column Comparisons										
NET: More	% within column	10%	9%	11%	8%	9%	10%	8%	6%	10%	8%
	Weighted counts	96	117	264	166	365	28	22	16	314	117
	Column Comparisons			b							
NET: Less	% within column	35%	34%	38%	35%	37%	38%	36%	33%	36%	38%
	Weighted counts	332	423	940	761	1,429	105	93	85	1,144	565
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
	Column Comparisons										
Unweighted base		954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base		954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	2%	1%	2%	2%	1%	1%	2%	2%	1%	3%	3%	1%	0%	0%	2%
	Weighted counts	75	26	49	26	24	15	9	47	28	18	41	13	2	1	18
	Column Comparisons	-							b		c d e	c d e				
Slightly more	% within column	5%	4%	5%	5%	5%	4%	5%	5%	4%	11%	6%	3%	2%	1%	5%
	Weighted counts	220	81	139	77	73	45	25	113	107	73	89	45	9	3	49
	Column Comparisons	-									B C D E	c D E	e			
No change	% within column	50%	55%	47%	52%	52%	46%	51%	51%	50%	57%	49%	48%	51%	57%	44%
	Weighted counts	2,367	1,106	1,261	811	849	459	249	1,160	1,207	375	751	718	302	222	458
	Column Comparisons	-	B		c	c					b c				b c	
Slightly less	% within column	16%	16%	16%	17%	17%	14%	14%	16%	16%	11%	18%	18%	17%	13%	19%
	Weighted counts	767	333	434	274	284	143	67	378	390	71	277	272	99	49	195
	Column Comparisons	-										a	a	a		
Much less	% within column	25%	22%	27%	23%	23%	32%	27%	25%	26%	15%	23%	29%	30%	28%	29%
	Weighted counts	1,183	451	732	355	373	320	134	563	619	96	361	439	179	109	300
	Column Comparisons	-		A			A B					A	A b	A b	A	c d
Don't know	% within column	2%	1%	2%	2%	2%	2%	1%	2%	2%	3%	2%	1%	1%	1%	2%
	Weighted counts	77	28	49	24	26	22	6	36	41	22	28	18	6	4	16
	Column Comparisons	-									c					
NET: More	% within column	6%	5%	7%	7%	6%	6%	7%	7%	6%	14%	8%	4%	2%	1%	6%
	Weighted counts	294	107	187	103	97	60	34	160	134	92	130	57	12	4	67
	Column Comparisons	-		a							b C D E	C D E	e			
NET: Less	% within column	42%	39%	44%	40%	40%	46%	41%	41%	42%	25%	41%	47%	47%	41%	48%
	Weighted counts	1,950	784	1,166	629	657	463	201	941	1,009	166	638	711	278	158	495
	Column Comparisons	-		a			a b					A	A b	A	A	c D
Effective Column n	% within column															
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Unweighted base	% within column															
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base	% within column															
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		Demographics										
		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%
	Weighted counts	16	20	21	54	20	65	4	3	3	64	11
	Column Comparisons				b						b	
Slightly more	% within column	4%	5%	4%	5%	4%	5%	4%	3%	3%	5%	3%
	Weighted counts	63	52	55	135	80	190	12	9	9	169	49
	Column Comparisons				b						b	
No change	% within column	50%	53%	55%	49%	52%	50%	45%	52%	56%	50%	52%
	Weighted counts	723	504	682	1,230	1,128	1,963	125	137	142	1,593	771
	Column Comparisons	a	a	A b						b		
Slightly less	% within column	16%	16%	15%	17%	15%	16%	19%	15%	15%	16%	17%
	Weighted counts	239	150	183	434	328	639	51	39	38	518	249
	Column Comparisons											
Much less	% within column	26%	23%	23%	25%	26%	25%	29%	27%	24%	25%	26%
	Weighted counts	378	218	287	619	559	970	81	70	63	792	388
	Column Comparisons											
Don't know	% within column	2%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%
	Weighted counts	34	12	16	35	40	68	3	4	1	53	21
	Column Comparisons											
NET: More	% within column	5%	7%	6%	8%	5%	7%	6%	4%	5%	7%	4%
	Weighted counts	80	71	76	189	100	255	16	12	12	233	60
	Column Comparisons				B						B	
NET: Less	% within column	42%	39%	38%	42%	41%	41%	48%	42%	39%	41%	43%
	Weighted counts	617	368	470	1,053	887	1,608	132	109	101	1,310	638
	Column Comparisons							d				
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
		1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base		1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
	Columns	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	1%	3%	2%	2%	2%	2%	2%	2%	4%	3%	2%	0%	0%	3%	2%
	Weighted counts	104	29	75	39	32	23	9	48	56	27	44	32	0	0	27	23
	Column Comparisons	-		a							c D e	D e	d e				
Slightly more	% within column	13%	9%	15%	11%	12%	14%	16%	12%	13%	19%	17%	11%	6%	3%	13%	12%
	Weighted counts	588	188	400	177	192	141	78	276	312	124	256	161	36	10	133	181
	Column Comparisons	-		A							C D E	C D E	d E	e			
No change	% within column	61%	66%	58%	64%	63%	58%	57%	62%	61%	55%	59%	62%	67%	69%	59%	62%
	Weighted counts	2,873	1,335	1,538	996	1,019	580	279	1,420	1,453	359	917	931	401	266	612	900
	Column Comparisons	-	B										a	A b	A b		
Slightly less	% within column	12%	10%	13%	12%	13%	10%	11%	12%	11%	11%	11%	13%	13%	9%	12%	12%
	Weighted counts	554	207	347	187	209	105	53	281	272	72	173	198	76	35	129	173
	Column Comparisons	-		a													
Much less	% within column	10%	11%	10%	8%	10%	13%	13%	10%	10%	9%	8%	11%	12%	17%	12%	10%
	Weighted counts	484	227	257	130	156	134	64	236	248	61	125	162	69	67	121	146
	Column Comparisons	-					a b	a							a B c		
Don't know	% within column	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	2%
	Weighted counts	86	40	45	37	21	20	7	35	50	12	31	20	14	9	14	30
	Column Comparisons	-															
NET: More	% within column	15%	11%	18%	14%	14%	16%	18%	14%	15%	23%	19%	13%	6%	3%	15%	14%
	Weighted counts	692	217	475	216	224	164	87	324	367	151	301	193	37	10	160	204
	Column Comparisons	-		A							C D E	C D E	D E	e			
NET: Less	% within column	22%	21%	23%	20%	22%	24%	24%	23%	22%	20%	19%	24%	24%	26%	24%	22%
	Weighted counts	1,038	433	604	317	365	239	116	517	521	133	299	360	144	102	250	319
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Column Comparisons																	
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
Much more	% within column	2%	3%	3%	2%	2%	2%	2%	2%	3%	1%
	Weighted counts	21	33	69	34	90	4	5	5	82	22
	Column Comparisons			b						b	
Slightly more	% within column	14%	12%	15%	10%	13%	12%	9%	10%	13%	12%
	Weighted counts	129	144	371	216	505	33	25	25	411	177
	Column Comparisons			B							
No change	% within column	62%	62%	60%	63%	61%	60%	63%	70%	60%	64%
	Weighted counts	588	774	1,495	1,367	2,362	166	165	180	1,909	960
	Column Comparisons			a				a b c		a	
Slightly less	% within column	12%	11%	13%	11%	12%	13%	13%	9%	12%	12%
	Weighted counts	115	137	318	232	461	36	33	23	377	177
	Column Comparisons										
Much less	% within column	9%	10%	9%	12%	10%	13%	11%	8%	11%	9%
	Weighted counts	87	130	218	260	401	35	28	20	344	138
	Column Comparisons			a							
Don't know	% within column	2%	2%	1%	2%	2%	1%	2%	1%	2%	1%
	Weighted counts	15	26	35	47	74	3	6	3	67	16
	Column Comparisons									b	
NET: More	% within column	16%	14%	18%	12%	15%	13%	11%	12%	15%	13%
	Weighted counts	150	177	440	250	595	37	29	30	493	199
	Column Comparisons			B							
NET: Less	% within column	21%	21%	21%	23%	22%	26%	23%	17%	23%	21%
	Weighted counts	201	267	537	492	863	71	61	43	721	315
	Column Comparisons						d	d			
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons										
	Weighted counts	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons										
	Weighted counts	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
% within column		3%	2%	4%	3%	3%	2%	2%	3%	3%	5%	4%	2%	1%	0%	3%	2%
Much more		128	35	94	48	44	24	12	68	60	34	59	32	4	0	35	35
Weighted counts		-									c D E	c d e	d e				
Column Comparisons		11%	8%	12%	10%	10%	12%	14%	10%	11%	16%	15%	9%	4%	1%	11%	10%
Slightly more		502	169	333	149	164	120	69	232	270	107	234	135	23	2	112	147
Weighted counts		-									C D E	C D E	D E	e			
Column Comparisons		62%	67%	58%	61%	63%	62%	59%	62%	61%	58%	59%	63%	66%	68%	60%	64%
No change		2,894	1,352	1,542	962	1,021	621	290	1,435	1,460	381	908	948	393	265	623	923
Weighted counts		-	B											a b	a b		
Column Comparisons		11%	9%	12%	13%	11%	9%	9%	11%	10%	10%	11%	11%	11%	8%	12%	10%
Slightly less		512	182	331	198	177	94	44	262	250	67	174	173	67	32	119	152
Weighted counts		-															
Column Comparisons		12%	12%	12%	11%	12%	13%	13%	11%	12%	8%	9%	12%	15%	20%	12%	11%
Much less		554	242	312	170	191	128	64	260	294	54	143	188	90	79	128	164
Weighted counts		-											a b	a b	A B C		
Column Comparisons		2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	2%
Don't know		98	46	52	40	32	15	11	40	58	12	28	29	19	10	19	32
Weighted counts		-															
Column Comparisons		13%	10%	16%	13%	13%	14%	17%	13%	14%	22%	19%	11%	5%	1%	14%	13%
NET: More		630	204	426	197	208	143	81	300	330	141	293	167	27	2	147	182
Weighted counts		-									C D E	C D E	D E	e			
Column Comparisons		23%	21%	24%	23%	23%	22%	22%	23%	23%	18%	21%	24%	26%	28%	24%	22%
NET: Less		1,066	424	642	368	368	223	108	522	544	121	317	360	157	110	247	316
Weighted counts		-											a	a b	a b		
Column Comparisons																	
Effective Column n		3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Weighted counts																	
Column Comparisons																	
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	2%	3%	4%	2%	3%	2%	2%	2%	3%	2%
	Weighted counts	22	36	90	36	113	7	4	5	94	35
	Column Comparisons			B							
Slightly more	% within column	11%	11%	13%	8%	11%	12%	9%	9%	11%	10%
	Weighted counts	109	134	319	179	423	33	23	23	356	146
	Column Comparisons			B							
No change	% within column	60%	62%	60%	64%	61%	58%	65%	70%	60%	65%
	Weighted counts	572	777	1,508	1,373	2,385	161	170	179	1,928	962
	Column Comparisons				a				B		a
Slightly less	% within column	12%	10%	12%	10%	11%	12%	10%	10%	11%	11%
	Weighted counts	111	130	298	214	428	33	27	25	348	164
	Column Comparisons										
Much less	% within column	13%	11%	10%	14%	12%	14%	12%	8%	12%	11%
	Weighted counts	122	140	245	304	463	39	31	20	389	162
	Column Comparisons				A		d				
Don't know	% within column	2%	2%	2%	2%	2%	1%	3%	2%	2%	1%
	Weighted counts	18	28	46	50	83	4	7	5	74	20
	Column Comparisons										
NET: More	% within column	14%	14%	16%	10%	14%	14%	10%	11%	14%	12%
	Weighted counts	131	170	409	215	536	39	27	28	450	180
	Column Comparisons			B							
NET: Less	% within column	24%	22%	22%	24%	23%	26%	22%	17%	23%	22%
	Weighted counts	233	270	543	518	890	73	58	45	737	326
	Column Comparisons						d				
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons										
	Weighted counts	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons										
	Weighted counts	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	2%	3%	2%	2%	3%	2%	3%	2%	3%	3%	2%	1%	0%	2%	2%
	Weighted counts	108	33	75	29	40	27	12	58	50	19	52	33	3	0	26	25
	Column Comparisons	-		a							d e	d e	d e				
Slightly more	% within column	11%	8%	13%	9%	11%	13%	13%	12%	9%	18%	13%	9%	5%	4%	13%	10%
	Weighted counts	500	160	340	136	173	128	63	285	214	117	199	141	28	14	138	148
	Column Comparisons	-		A			a		b		b C D E	c D E	d e			d	
No change	% within column	65%	70%	62%	68%	66%	62%	63%	64%	67%	60%	64%	66%	71%	70%	63%	67%
	Weighted counts	3,064	1,422	1,642	1,064	1,068	624	309	1,469	1,595	394	983	996	421	270	650	971
	Column Comparisons	-	B											a b	a		
Slightly less	% within column	9%	7%	10%	10%	9%	7%	9%	9%	8%	7%	9%	10%	8%	6%	9%	9%
	Weighted counts	405	143	262	152	144	65	44	203	202	48	137	150	48	22	89	127
	Column Comparisons	-		a													
Much less	% within column	10%	10%	10%	9%	10%	13%	10%	10%	11%	9%	9%	10%	12%	17%	11%	9%
	Weighted counts	487	212	274	142	165	130	50	231	256	58	135	152	74	67	111	137
	Column Comparisons	-													a B c		
Don't know	% within column	3%	3%	3%	3%	2%	3%	3%	2%	3%	3%	3%	2%	4%	4%	2%	3%
	Weighted counts	124	55	70	45	39	28	12	50	75	18	40	32	21	14	23	45
	Column Comparisons	-															
NET: More	% within column	13%	10%	16%	11%	13%	15%	15%	15%	11%	21%	16%	12%	5%	4%	16%	12%
	Weighted counts	607	193	414	165	213	155	75	344	264	136	252	174	32	14	164	173
	Column Comparisons	-		A			a		B		b C D E	c D E	D E			d	
NET: Less	% within column	19%	18%	20%	19%	19%	19%	19%	19%	19%	16%	18%	20%	21%	23%	19%	18%
	Weighted counts	892	355	537	294	309	195	94	434	458	106	272	302	123	89	200	264
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	% within column																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base	% within column																
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	2%	3%	3%	2%	2%	2%	2%	2%	3%	2%
	Weighted counts	23	34	67	40	93	4	5	5	82	25
	Column Comparisons										
Slightly more	% within column	12%	8%	13%	8%	11%	12%	11%	9%	11%	10%
	Weighted counts	113	100	320	177	417	32	28	23	350	149
	Column Comparisons	d		B							
No change	% within column	63%	68%	63%	68%	65%	63%	67%	74%	64%	69%
	Weighted counts	598	846	1,590	1,460	2,526	174	175	189	2,038	1,023
	Column Comparisons				a				a B c		a
Slightly less	% within column	10%	8%	10%	7%	9%	10%	8%	7%	9%	8%
	Weighted counts	92	97	245	156	339	28	21	18	283	122
	Column Comparisons			b							
Much less	% within column	10%	11%	9%	12%	11%	13%	10%	6%	11%	9%
	Weighted counts	99	140	223	263	410	35	26	16	345	140
	Column Comparisons				a		d				
Don't know	% within column	3%	2%	2%	3%	3%	1%	3%	2%	3%	2%
	Weighted counts	28	28	62	61	109	3	7	5	91	30
	Column Comparisons										
NET: More	% within column	14%	11%	15%	10%	13%	13%	12%	11%	14%	12%
	Weighted counts	137	134	387	216	510	37	32	28	432	174
	Column Comparisons			B							
NET: Less	% within column	20%	19%	19%	19%	19%	23%	18%	13%	20%	18%
	Weighted counts	191	237	468	419	749	63	47	33	628	262
	Column Comparisons						D				
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
	Column Comparisons										
Unweighted base		954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base		954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001) 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD12_8: Frequency of sending ... compared to two years ago: Tracked post		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	3%	1%	5%	3%	3%	4%	4%	3%	3%	5%	4%	3%	1%	1%	4%	3%
	Weighted counts	151	30	122	50	45	38	18	68	84	33	69	41	7	3	38	39
	Column Comparisons	-		A							c d e	d e					
Slightly more	% within column	13%	10%	16%	11%	13%	16%	13%	13%	13%	18%	16%	12%	9%	4%	16%	14%
	Weighted counts	610	195	415	171	216	160	64	304	306	121	244	178	52	16	161	199
	Column Comparisons	-		A			a				C D E	c D E	E	e		D	d
No change	% within column	64%	70%	59%	66%	65%	61%	62%	65%	63%	58%	62%	65%	71%	69%	60%	65%
	Weighted counts	3,002	1,422	1,580	1,030	1,061	608	303	1,501	1,501	378	953	980	422	269	624	939
	Column Comparisons	-	B										a	A b	a b		
Slightly less	% within column	8%	6%	9%	9%	9%	6%	8%	8%	8%	8%	8%	9%	7%	7%	9%	7%
	Weighted counts	378	131	247	138	141	62	37	179	199	54	125	134	40	25	95	107
	Column Comparisons	-		a													
Much less	% within column	9%	9%	8%	8%	8%	11%	11%	9%	9%	9%	7%	8%	10%	15%	9%	8%
	Weighted counts	417	192	225	130	128	107	53	199	218	56	115	127	61	58	90	123
	Column Comparisons	-													a B c		
Don't know	% within column	3%	3%	3%	3%	2%	3%	3%	2%	3%	2%	3%	3%	3%	4%	3%	3%
	Weighted counts	129	55	74	49	38	27	15	46	83	12	41	44	15	17	28	47
	Column Comparisons	-								a							
NET: More	% within column	16%	11%	20%	14%	16%	20%	17%	16%	16%	23%	20%	15%	10%	5%	19%	16%
	Weighted counts	762	225	537	220	261	198	82	372	390	153	312	219	59	19	200	238
	Column Comparisons	-		A			a				C D E	C D E	d E	e		D	
NET: Less	% within column	17%	16%	18%	17%	17%	17%	18%	16%	17%	17%	16%	17%	17%	21%	18%	16%
	Weighted counts	795	323	472	268	269	169	90	378	417	110	241	261	101	83	185	229
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	Column Comparisons																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base	Column Comparisons																
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
QD12_8: Frequency of sending ... compared to two years ago: Tracked post		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	4%	3%	4%	3%	3%	2%	3%	2%	4%	3%
	Weighted counts	37	38	90	60	132	7	7	6	112	39
	Column Comparisons										
Slightly more	% within column	13%	10%	15%	11%	13%	14%	13%	12%	13%	12%
	Weighted counts	129	121	377	227	507	39	34	31	428	182
	Column Comparisons	d		B							
No change	% within column	62%	68%	63%	66%	64%	62%	65%	72%	62%	68%
	Weighted counts	596	843	1,572	1,419	2,476	170	170	185	1,989	1,009
	Column Comparisons		a						a B c		a
Slightly less	% within column	8%	8%	9%	7%	8%	9%	8%	6%	8%	7%
	Weighted counts	77	99	221	154	317	25	21	15	271	107
	Column Comparisons										
Much less	% within column	10%	9%	7%	11%	9%	10%	8%	6%	9%	9%
	Weighted counts	95	110	185	231	353	27	21	16	288	127
	Column Comparisons				A						
Don't know	% within column	2%	3%	2%	3%	3%	3%	3%	1%	3%	2%
	Weighted counts	22	33	60	64	108	9	8	4	101	25
	Column Comparisons									b	
NET: More	% within column	17%	13%	19%	13%	16%	17%	15%	14%	17%	15%
	Weighted counts	165	159	468	288	639	46	40	37	541	221
	Column Comparisons	d		B							
NET: Less	% within column	18%	17%	16%	18%	17%	19%	16%	12%	18%	16%
	Weighted counts	172	210	406	386	671	51	42	31	559	234
	Column Comparisons						d				
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
	Column Comparisons										
Unweighted base		954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base		954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD12_9: Frequency of sending ... compared to two years ago: Other		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	1%	2%	1%	1%	1%	2%	1%	1%	0%	2%	1%	1%	1%	1%	1%
	Weighted counts	53	10	43	17	18	6	11	23	30	3	26	13	7	5	10	11
	Column Comparisons	-		a													
Slightly more	% within column	3%	1%	4%	2%	2%	4%	2%	3%	2%	4%	4%	2%	1%	1%	2%	2%
	Weighted counts	110	22	89	30	33	37	11	65	46	25	55	24	3	4	23	33
	Column Comparisons	-		A							c d e	c d e					
No change	% within column	61%	69%	55%	61%	65%	56%	63%	64%	59%	59%	60%	62%	63%	63%	58%	63%
	Weighted counts	2,664	1,342	1,321	842	956	558	308	1,368	1,296	358	866	859	351	230	556	842
	Column Comparisons	-	B			C			b								
Slightly less	% within column	5%	3%	6%	4%	5%	4%	4%	4%	5%	4%	5%	5%	4%	4%	5%	4%
	Weighted counts	198	57	141	61	76	41	20	92	106	26	70	65	22	15	52	49
	Column Comparisons	-		A													
Much less	% within column	6%	7%	6%	5%	6%	8%	6%	6%	7%	6%	6%	5%	7%	8%	6%	6%
	Weighted counts	273	129	144	69	96	81	28	130	144	35	92	74	42	30	60	85
	Column Comparisons	-															
Don't know	% within column	24%	20%	27%	26%	20%	28%	23%	22%	26%	26%	23%	25%	23%	22%	27%	24%
	Weighted counts	1,043	387	656	359	296	276	112	469	574	155	334	345	130	79	254	315
	Column Comparisons	-		A	b		B			a							
NET: More	% within column	4%	2%	5%	3%	3%	4%	4%	4%	3%	5%	6%	3%	2%	2%	3%	3%
	Weighted counts	163	32	132	47	51	43	22	88	76	27	81	36	10	9	32	44
	Column Comparisons	-		A								c d					
NET: Less	% within column	11%	10%	12%	9%	12%	12%	10%	10%	11%	10%	11%	10%	12%	12%	12%	10%
	Weighted counts	471	187	285	130	172	122	48	222	250	62	162	139	64	45	112	135
	Column Comparisons	-		a													
Effective Column n	% within column																
	Weighted counts	3,062	964	2,099	967	1,030	713	352	1,518	1,544	384	952	1,008	445	273	710	936
Unweighted base	Column Comparisons																
		4,258	1,340	2,918	1,345	1,432	992	489	2,111	2,147	534	1,324	1,401	619	380	987	1,302
Weighted base		4,342	1,948	2,394	1,378	1,475	999	490	2,146	2,196	602	1,443	1,380	554	363	955	1,336
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4258; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD12_9: Frequency of sending ... compared to two years ago: Other											
Much more	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	12	20	24	29	47	2	2	2	33	20
	Column Comparisons										
Slightly more	% within column	3%	2%	3%	2%	3%	1%	4%	2%	3%	2%
	Weighted counts	28	27	76	33	94	3	8	5	83	28
	Column Comparisons			b							
No change	% within column	63%	61%	60%	63%	61%	60%	62%	65%	61%	63%
	Weighted counts	561	705	1,394	1,259	2,209	153	146	155	1,787	874
	Column Comparisons			a							
Slightly less	% within column	5%	5%	5%	4%	4%	6%	5%	5%	5%	4%
	Weighted counts	41	56	114	84	159	15	12	13	134	62
	Column Comparisons										
Much less	% within column	6%	7%	6%	7%	6%	9%	5%	5%	7%	5%
	Weighted counts	49	79	137	134	228	23	11	12	202	69
	Column Comparisons										
Don't know	% within column	23%	23%	25%	23%	24%	23%	24%	22%	24%	24%
	Weighted counts	201	272	583	449	873	60	57	52	708	332
	Column Comparisons										
NET: More	% within column	5%	4%	4%	3%	4%	2%	4%	3%	4%	3%
	Weighted counts	40	47	100	62	141	5	10	7	116	48
	Column Comparisons										
NET: Less	% within column	10%	12%	11%	11%	11%	15%	10%	10%	11%	9%
	Weighted counts	90	135	252	218	387	37	23	25	336	131
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	634	782	1,611	1,435	1,932	395	368	367	1,950	1,107
	Column Comparisons										
Unweighted base		881	1,088	2,240	1,995	2,687	549	512	510	2,712	1,539
Weighted base		893	1,158	2,329	1,988	3,610	256	236	239	2,947	1,385
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4258; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Email	% within column	62%	56%	68%	62%	65%	63%	59%	64%	61%	68%	64%	64%	55%	52%
	Weighted counts	2,913	1,118	1,795	964	1,065	313	570	1,474	1,438	445	991	947	332	197
	Column Comparisons	-		A		d			b		D E	d E	d E		
Text messaging/ SMS	% within column	41%	40%	42%	40%	43%	40%	41%	40%	42%	55%	45%	41%	28%	26%
	Weighted counts	1,925	811	1,114	620	707	201	397	916	1,008	359	694	603	169	100
	Column Comparisons	-									B C D E	c D E	D E		
Mobile phone calls	% within column	38%	41%	35%	36%	40%	36%	38%	37%	38%	47%	41%	37%	27%	25%
	Weighted counts	1,757	815	942	568	646	177	365	853	903	312	633	553	163	96
	Column Comparisons	-	b								b C D E	D E	D E		
Social networking websites/ apps	% within column	28%	25%	30%	26%	29%	25%	32%	25%	31%	50%	36%	22%	10%	9%
	Weighted counts	1,311	505	806	407	466	125	312	581	730	329	561	331	58	33
	Column Comparisons	-		A			a c			A	B C D E	C D E	D E		
Instant Messaging	% within column	27%	26%	28%	24%	28%	30%	28%	26%	28%	48%	37%	20%	10%	6%
	Weighted counts	1,261	524	737	383	460	150	268	605	656	314	567	297	60	23
	Column Comparisons	-									B C D E	C D E	D E		
Landline calls	% within column	17%	13%	20%	17%	19%	13%	16%	16%	18%	12%	12%	17%	25%	34%
	Weighted counts	787	261	526	261	303	67	156	361	426	82	180	245	151	129
	Column Comparisons	-		A									a b	A B C	A B C d
In person/ face-to-face	% within column	15%	14%	15%	11%	15%	14%	19%	13%	16%	24%	15%	12%	10%	12%
	Weighted counts	678	274	404	176	247	68	187	308	370	157	233	183	60	45
	Column Comparisons	-				a		A b c			B C D E	d			
Other	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	38	17	21	12	17	2	7	16	22	4	12	14	4	4
	Column Comparisons	-													
None in particular	% within column	16%	20%	13%	18%	14%	15%	17%	16%	16%	7%	12%	17%	26%	26%
	Weighted counts	749	403	346	289	223	75	161	365	384	49	188	260	154	98
	Column Comparisons	-	B		b							a	A B	A B C	A B c
I don't know	% within column	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%
	Weighted counts	55	11	43	16	25	4	10	18	37	13	19	13	6	5
	Column Comparisons	-		a						a					
Effective Column n	% within column														
	Weighted counts	3,300	980	2,320	1,107	1,155	351	688	1,617	1,684	428	1,027	1,086	481	279
Unweighted base	% within column														
	Weighted counts	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation			Rurality		
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Email	% within column	72%	65%	61%	52%	67%	58%	63%	65%	62%	51%	63%	62%
	Weighted counts	740	945	593	636	1,642	1,261	2,438	179	162	133	2,008	905
	Column Comparisons	b C D	c D	D		B		d	D	d			
Text messaging/ SMS	% within column	44%	41%	40%	41%	46%	36%	41%	46%	39%	45%	43%	38%
	Weighted counts	452	586	388	499	1,130	788	1,583	125	101	115	1,372	553
	Column Comparisons					B						b	
Mobile phone calls	% within column	38%	35%	40%	38%	41%	34%	37%	42%	37%	39%	40%	33%
	Weighted counts	396	509	385	467	1,004	742	1,443	116	96	102	1,271	486
	Column Comparisons					B						B	
Social networking websites/ apps	% within column	28%	28%	28%	29%	33%	23%	28%	34%	29%	27%	30%	24%
	Weighted counts	292	401	270	347	800	506	1,072	93	77	69	959	351
	Column Comparisons					B						B	
Instant Messaging	% within column	30%	28%	24%	26%	33%	21%	27%	33%	29%	27%	29%	24%
	Weighted counts	307	399	234	321	805	453	1,027	89	77	68	918	343
	Column Comparisons					B						b	
Landline calls	% within column	16%	15%	22%	16%	14%	20%	17%	17%	18%	13%	16%	19%
	Weighted counts	165	215	211	197	332	448	662	46	46	34	507	278
	Column Comparisons			a B d			A						a
In person/ face-to-face	% within column	14%	12%	16%	16%	15%	14%	15%	12%	12%	15%	15%	14%
	Weighted counts	147	175	158	198	370	304	576	34	30	38	477	200
	Column Comparisons			b	b								
Other	% within column	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	5	10	12	11	21	16	30	2	3	2	27	11
	Column Comparisons												
None in particular	% within column	13%	16%	17%	18%	13%	20%	16%	14%	21%	15%	15%	18%
	Weighted counts	134	237	162	216	308	439	615	39	56	39	480	268
	Column Comparisons						A			b d			a
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	9	19	9	16	20	32	47	4	1	3	36	17
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	748	1,016	681	856	1,697	1,591	2,079	424	407	390	2,135	1,161
	Column Comparisons												

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Unweighted base	4,626	1,374	3,252	1,551	1,619	492	964	2,266	2,360	600	1,439	1,522	674	391
Weighted base	4,661	2,008	2,653	1,567	1,629	498	967	2,286	2,375	657	1,540	1,485	600	380
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	Demographics											
	SEG				Working status		UK nation				Rurality	
	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Unweighted base	1,048	1,424	954	1,200	2,378	2,230	2,914	595	571	546	2,993	1,628
Weighted base	1,029	1,443	975	1,214	2,452	2,190	3,869	273	260	258	3,197	1,458
Columns	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4626; Base: All respondents (excl. Jan, Mar, May 2017)

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

Part 4 of 4

Section E: Volume & Use of Postal Services - Receiving

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards		Methodology			Quarter				Gender		Age					SEG		
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	74%	79%	71%	78%	65%	78%	77%	73%	75%	78%	73%	77%	71%	69%	68%	75%	73%
	Weighted counts	4,552	2,076	2,476	1,221	1,061	1,151	1,118	2,195	2,356	665	1,482	1,506	552	347	938	1,401	925
	Column Comparisons	-	B		B		B	B			d e		d e			A	a	
1 or 2	% within column	17%	13%	20%	17%	20%	16%	16%	18%	16%	17%	19%	15%	17%	18%	22%	17%	19%
	Weighted counts	1,053	343	710	266	323	229	235	547	506	144	378	304	135	92	301	311	238
	Column Comparisons	-		A		c										b D	d	D
3 or 4	% within column	4%	4%	4%	3%	7%	3%	4%	4%	4%	3%	4%	4%	5%	6%	5%	4%	4%
	Weighted counts	250	105	145	42	108	45	55	127	122	25	74	80	41	29	68	71	45
	Column Comparisons	-				A C d												
5 to 10	% within column	3%	3%	4%	1%	6%	3%	2%	3%	3%	2%	4%	2%	4%	5%	3%	3%	4%
	Weighted counts	199	77	122	22	103	40	35	99	101	21	73	49	30	27	43	65	49
	Column Comparisons	-				A C D									c			
11 to 20	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	2%	2%	1%	1%	1%
	Weighted counts	55	29	26	14	24	6	11	22	33	1	14	17	14	8	11	22	11
	Column Comparisons	-												a	a			
21+	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%
	Weighted counts	23	7	16	2	11	7	3	14	9	2	3	5	10	3	15	2	3
	Column Comparisons	-												b c		b d		
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
None	% within column	80%	74%	75%	74%	73%	76%	80%	73%
	Weighted counts	1,288	2,377	2,150	3,758	263	259	271	1,339
	Column Comparisons	A b C						b	
1 or 2	% within column	13%	18%	16%	17%	18%	15%	16%	16%
	Weighted counts	203	591	459	885	64	49	54	304
	Column Comparisons		b						
3 or 4	% within column	4%	4%	4%	4%	4%	3%	4%	5%
	Weighted counts	65	122	127	216	14	10	152	97
	Column Comparisons								a
5 to 10	% within column	3%	4%	3%	3%	5%	4%	3%	4%
	Weighted counts	42	114	82	164	17	15	4	70
	Column Comparisons					D	D		
11 to 20	% within column	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	11	19	36	48	3	3	1	25
	Column Comparisons			a					a
21+	% within column	0%	0%	0%	0%	1%	1%	0%	1%
	Weighted counts	2	9	14	17	2	3	1	12
	Column Comparisons								
Effective Column n									
Unweighted base	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	1,521
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
QE1_2: Post received in the last week... Personal letters		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	78%	80%	76%	78%	75%	79%	79%	76%	80%	80%	78%	80%	74%	72%	72%	81%	76%
	Weighted counts	4,770	2,106	2,663	1,225	1,222	1,170	1,153	2,280	2,490	687	1,570	1,572	575	365	987	1,512	969
	Column Comparisons	-	b						a		d e		d e				A c	a
1 or 2	% within column	18%	16%	19%	18%	20%	17%	16%	19%	17%	15%	17%	16%	23%	23%	22%	16%	18%
	Weighted counts	1,084	429	656	277	320	251	236	558	526	126	349	315	176	118	304	295	231
	Column Comparisons	-		a										A b C	a b c	B D		
3 or 4	% within column	3%	3%	3%	3%	3%	2%	3%	3%	2%	3%	3%	2%	3%	3%	3%	2%	3%
	Weighted counts	162	68	95	41	54	29	39	91	72	28	55	46	21	13	45	46	43
	Column Comparisons	-														d		d
5 to 10	% within column	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	1%	2%	2%	1%	2%
	Weighted counts	97	29	68	21	30	23	23	61	36	15	41	25	7	9	34	18	24
	Column Comparisons	-		a					b							b		
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	14	5	9	2	3	5	3	11	2	2	5	4	2	1	6	1	2
	Column Comparisons	-							b									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	4	0	4	0	0	0	3	3	0	0	3	0	0	0	1	0	1
	Column Comparisons	-																
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QE1_2: Post received in the last week... Personal letters		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
None	% within column	81%	77%	78%	77%	79%	81%	87%	78%
	Weighted counts	1,302	2,499	2,246	3,916	286	273	295	3,318
	Column Comparisons	A c						a B c	
1 or 2	% within column	16%	18%	18%	18%	16%	14%	12%	18%
	Weighted counts	255	574	507	940	57	48	39	750
	Column Comparisons								
3 or 4	% within column	2%	3%	2%	3%	3%	3%	1%	3%
	Weighted counts	27	93	69	138	10	10	4	119
	Column Comparisons								
5 to 10	% within column	1%	2%	1%	2%	2%	2%	1%	2%
	Weighted counts	21	56	38	80	9	6	3	72
	Column Comparisons								
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	5	7	7	11	1	1	0	11
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	2	1	3	0	1	0	3
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
QE1_3: Post received in the last week... Formal letters from organisations or individuals		Methodology			Quarter				Gender		Age					SEG		
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	34%	45%	26%	34%	39%	32%	31%	34%	35%	43%	35%	30%	31%	38%	25%	35%	36%
	Weighted counts	2,096	1,193	903	528	641	470	457	1,008	1,088	368	711	583	240	195	350	651	460
	Column Comparisons	-	B			a C D					b C D	c			c d		A	A
1 or 2	% within column	35%	34%	36%	38%	32%	34%	35%	35%	35%	35%	36%	34%	35%	34%	36%	35%	34%
	Weighted counts	2,136	887	1,248	590	527	510	509	1,038	1,098	304	720	671	271	170	502	664	436
	Column Comparisons	-																
3 or 4	% within column	16%	12%	18%	16%	14%	16%	17%	16%	16%	12%	14%	18%	17%	16%	19%	15%	16%
	Weighted counts	964	318	646	251	222	240	251	479	485	102	292	357	134	79	264	283	207
	Column Comparisons	-		A									a b	a		b D		
5 to 10	% within column	13%	8%	18%	11%	13%	15%	15%	14%	13%	9%	13%	16%	16%	12%	16%	13%	12%
	Weighted counts	827	208	620	172	217	227	212	413	415	77	264	304	123	59	226	238	152
	Column Comparisons	-		A			a	a				a	A	a		b c		
11 to 20	% within column	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	0%	2%	2%	1%
	Weighted counts	90	27	63	23	21	25	20	57	33	6	29	43	9	2	29	32	13
	Column Comparisons	-		a					b									
21+	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts	19	3	15	2	1	7	9	10	9	1	8	4	5	1	6	4	2
	Column Comparisons	-																
Effective Column n																		
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QE1_3: Post received in the last week... Formal letters from organisations or individuals		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
None	% within column	39%	33%	35%	35%	31%	28%	38%	35%
	Weighted counts	635	1,067	1,016	1,756	114	95	131	1,501
	Column Comparisons	A b						b C	b
1 or 2	% within column	33%	36%	34%	35%	34%	34%	34%	35%
	Weighted counts	534	1,152	973	1,781	124	114	117	1,495
	Column Comparisons								
3 or 4	% within column	13%	15%	16%	15%	18%	21%	15%	17%
	Weighted counts	209	490	470	775	65	71	53	642
	Column Comparisons								a
5 to 10	% within column	13%	14%	13%	13%	15%	15%	11%	13%
	Weighted counts	211	458	366	686	54	50	37	562
	Column Comparisons								
11 to 20	% within column	1%	2%	1%	1%	1%	2%	1%	2%
	Weighted counts	15	56	34	76	4	8	2	57
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	6	8	11	15	1	2	1	16
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
QE1_4: Post received in the last week...	Bills/ invoices/ statements	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	38%	40%	36%	35%	38%	47%	32%	37%	38%	45%	33%	37%	41%	43%	34%	39%	37%
	Weighted counts	2,313	1,053	1,260	549	613	688	464	1,124	1,189	390	659	729	318	217	474	728	473
	Column Comparisons	-	b			d	A B D				B C		b	b	B			
1 or 2	% within column	45%	45%	46%	48%	44%	39%	50%	45%	46%	41%	47%	45%	47%	45%	47%	45%	47%
	Weighted counts	2,783	1,189	1,594	758	714	582	729	1,359	1,424	350	948	892	367	226	641	844	591
	Column Comparisons	-			b C	c		b C										
3 or 4	% within column	11%	11%	11%	12%	13%	10%	12%	11%	12%	9%	13%	12%	9%	10%	12%	12%	11%
	Weighted counts	701	300	401	182	204	141	173	333	368	74	271	233	74	49	164	216	136
	Column Comparisons	-										a						
5 to 10	% within column	5%	3%	6%	4%	6%	4%	6%	6%	4%	5%	7%	5%	3%	3%	6%	4%	5%
	Weighted counts	308	90	218	70	92	64	82	170	138	43	134	96	22	14	89	80	67
	Column Comparisons	-		A								d e						
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	18	4	15	5	5	2	6	15	4	0	8	11	0	0	3	6	3
	Column Comparisons	-							b									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	8	0	8	2	1	2	4	3	4	2	4	2	0	0	5	0	1
	Column Comparisons	-		a														
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QE1_4: Post received in the last week... Bills/ invoices/ statements		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
None	% within column	40%	34%	42%	38%	38%	40%	37%	40%
	Weighted counts	639	1,104	1,194	1,911	139	137	1,562	746
	Column Comparisons			A					a
1 or 2	% within column	44%	47%	44%	45%	44%	44%	46%	43%
	Weighted counts	707	1,511	1,259	2,312	161	150	1,980	796
	Column Comparisons							b	
3 or 4	% within column	11%	12%	10%	12%	12%	8%	10%	10%
	Weighted counts	185	402	299	596	44	28	33	508
	Column Comparisons		b						
5 to 10	% within column	4%	6%	4%	5%	5%	7%	6%	6%
	Weighted counts	72	194	112	248	18	23	19	201
	Column Comparisons		b						
11 to 20	% within column	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	7	14	4	16	0	2	0	15
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	6	1	6	0	0	1	6
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	54%	65%	46%	56%	51%	55%	54%	53%	55%	54%	49%	52%	62%	67%	48%	54%
	Weighted counts	3,312	1,721	1,591	879	836	812	785	1,605	1,707	468	995	1,023	488	338	664	1,019
	Column Comparisons	-	B								b			a B C	A B C		a
1 or 2	% within column	34%	26%	40%	34%	34%	34%	35%	36%	33%	33%	36%	35%	31%	29%	39%	35%
	Weighted counts	2,099	688	1,411	532	549	508	509	1,075	1,024	286	728	695	242	148	544	654
	Column Comparisons	-		A					b							b c D	d
3 or 4	% within column	7%	5%	9%	6%	10%	7%	7%	7%	8%	7%	9%	8%	6%	4%	8%	6%
	Weighted counts	460	140	320	93	158	106	103	197	263	57	179	161	44	19	104	120
	Column Comparisons	-		A		a				a		e	e				
5 to 10	% within column	4%	3%	4%	4%	5%	3%	4%	4%	4%	5%	5%	4%	1%	0%	4%	4%
	Weighted counts	236	81	154	58	79	45	54	112	123	42	110	75	8	1	55	73
	Column Comparisons	-		a							D E	D E	d E				
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	Weighted counts	11	4	7	1	3	5	2	5	6	5	2	4	0	0	4	5
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	14	3	11	4	3	2	4	10	4	1	9	4	0	0	6	1
	Column Comparisons	-															
NET: Any received	% within column	46%	35%	54%	44%	49%	45%	46%	47%	45%	46%	51%	48%	38%	33%	52%	46%
	Weighted counts	2,819	916	1,903	688	793	666	672	1,399	1,420	391	1,028	939	294	168	712	854
	Column Comparisons	-		A							d E	a D E	D E			b c D	
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Unweighted base	% within column																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base	% within column																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
None	% within column	55%	58%	51%	58%	54%	53%	51%	58%	55%	51%
	Weighted counts	693	936	1,641	1,653	2,748	192	175	197	2,359	944
	Column Comparisons	a	A		A					b	
1 or 2	% within column	32%	31%	37%	32%	34%	34%	36%	31%	34%	36%
	Weighted counts	408	493	1,186	904	1,749	123	121	106	1,437	659
	Column Comparisons			B							
3 or 4	% within column	9%	8%	8%	7%	7%	8%	8%	7%	7%	8%
	Weighted counts	112	123	256	201	378	31	28	24	311	149
	Column Comparisons										
5 to 10	% within column	4%	3%	4%	4%	4%	4%	4%	4%	3%	5%
	Weighted counts	52	56	131	103	194	16	13	13	144	91
	Column Comparisons										a
11 to 20	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	2	0	7	4	8	0	2	1	10	1
	Column Comparisons										
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	4	3	10	3	12	0	2	0	11	2
	Column Comparisons										
NET: Any received	% within column	45%	42%	49%	42%	46%	47%	49%	42%	45%	49%
	Weighted counts	578	675	1,590	1,216	2,341	170	165	143	1,913	902
	Column Comparisons			B							a
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	65%	78%	56%	67%	62%	68%	64%	67%	64%	63%	62%	65%	72%	76%	62%	67%
	Weighted counts	4,012	2,051	1,961	1,057	1,016	1,007	932	2,004	2,009	541	1,248	1,272	564	387	855	1,254
	Column Comparisons	-	B		b		b							a B c	A B C		
1 or 2	% within column	26%	17%	33%	26%	26%	25%	28%	26%	27%	27%	28%	27%	23%	18%	28%	25%
	Weighted counts	1,613	455	1,157	409	424	374	406	769	844	230	575	537	177	93	391	460
	Column Comparisons	-		A							e	d E	E				
3 or 4	% within column	5%	3%	7%	3%	8%	4%	6%	5%	6%	5%	6%	5%	4%	5%	5%	6%
	Weighted counts	320	85	235	53	124	60	82	144	176	43	117	102	34	24	70	109
	Column Comparisons	-		A		A C		a									
5 to 10	% within column	3%	1%	4%	3%	4%	2%	2%	3%	3%	5%	4%	2%	1%	1%	4%	2%
	Weighted counts	169	39	130	45	60	32	31	79	90	40	74	46	6	3	53	46
	Column Comparisons	-		A							c D E	D e	d e				
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	10	6	5	1	4	2	3	5	5	3	5	2	0	0	2	4
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	7	1	6	2	1	2	3	4	3	2	3	2	0	0	6	0
	Column Comparisons	-															
NET: Any received	% within column	35%	22%	44%	33%	38%	32%	36%	33%	36%	37%	38%	35%	28%	24%	38%	33%
	Weighted counts	2,119	585	1,534	510	613	471	525	1,001	1,118	318	775	690	217	119	521	619
	Column Comparisons	-		A		a c					d E	D E	d E				
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Unweighted base	% within column																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base	% within column																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
None	% within column	65%	67%	63%	68%	66%	62%	63%	67%	67%	62%
	Weighted counts	829	1,074	2,033	1,958	3,346	223	215	228	2,849	1,154
	Column Comparisons				A					b	
1 or 2	% within column	27%	26%	28%	24%	26%	27%	28%	26%	25%	28%
	Weighted counts	345	417	919	689	1,327	99	97	90	1,085	525
	Column Comparisons				B						a
3 or 4	% within column	5%	5%	5%	5%	5%	7%	4%	4%	5%	6%
	Weighted counts	61	80	173	146	265	27	14	13	217	103
	Column Comparisons						c d				
5 to 10	% within column	3%	2%	3%	2%	3%	3%	4%	2%	3%	3%
	Weighted counts	32	38	96	69	136	12	12	8	107	62
	Column Comparisons										
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	3	1	6	5	9	0	1	1	8	2
	Column Comparisons										
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	1	5	2	5	1	1	0	6	1
	Column Comparisons										
NET: Any received	% within column	35%	33%	37%	32%	34%	38%	37%	33%	33%	38%
	Weighted counts	441	537	1,198	911	1,742	139	124	112	1,423	692
	Column Comparisons				B						a
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
QE1_7: Post received in the last week...	Items requiring a signature	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
None	% within column	73%	82%	66%	74%	71%	74%	70%	71%	74%	70%	69%	73%	77%	81%	66%	73%	73%
	Weighted counts	4,452	2,154	2,298	1,166	1,164	1,099	1,023	2,136	2,315	605	1,397	1,436	602	412	907	1,376	930
	Column Comparisons	-	B							a			b	a B	A B c	A	a	
1 or 2	% within column	22%	15%	28%	21%	23%	21%	24%	23%	21%	22%	25%	22%	21%	15%	27%	22%	22%
	Weighted counts	1,365	382	983	329	375	314	347	697	669	189	505	435	160	77	376	410	279
	Column Comparisons	-		A							e	E	e			b c D		
3 or 4	% within column	3%	3%	4%	3%	4%	3%	4%	3%	3%	4%	4%	3%	2%	2%	4%	3%	3%
	Weighted counts	201	68	133	47	59	39	55	103	98	38	71	61	19	13	59	58	38
	Column Comparisons	-		a														
5 to 10	% within column	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%	2%	1%	0%	1%	2%	1%	2%
	Weighted counts	98	27	71	21	26	24	26	57	41	24	43	26	1	4	29	26	19
	Column Comparisons	-		a							c D	d	d					
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	12	5	6	2	4	2	4	9	3	2	6	4	0	0	2	4	4
	Column Comparisons	-																
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	3	0	3	1	0	0	1	2	1	1	2	0	0	0	3	0	0
	Column Comparisons	-																
Effective Column n	% within column																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	913
	Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	1,262
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		SEG	Working status		UK nation			Rurality	
QE1_7: Post received in the last week... Items requiring a signature		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural
None	% within column	77%	71%	75%	73%	68%	69%	74%	73%
	Weighted counts	1,239	2,283	2,146	3,720	245	236	251	3,125
	Column Comparisons	A		a					
1 or 2	% within column	19%	24%	20%	22%	26%	25%	22%	24%
	Weighted counts	300	773	588	1,109	96	87	74	922
	Column Comparisons		b						
3 or 4	% within column	3%	3%	3%	3%	3%	3%	4%	3%
	Weighted counts	46	111	91	168	12	11	10	152
	Column Comparisons								
5 to 10	% within column	1%	2%	1%	2%	2%	2%	1%	2%
	Weighted counts	24	53	42	81	7	5	5	64
	Column Comparisons								
11 to 20	% within column	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	2	9	3	8	2	1	0	9
	Column Comparisons								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	3	0	2	0	0	0	2
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	1,148	2,254	2,135	2,776	567	541	525	2,882
	Column Comparisons								
Unweighted base		1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE2: Do you ever order items to be delivered to you by post/delivery service?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	86%	77%	92%	86%	85%	87%	85%	86%	86%	90%	90%	86%	79%	71%	90%	87%
	Weighted counts	4,021	1,559	2,462	1,342	1,391	872	416	1,964	2,058	592	1,390	1,296	469	274	936	1,268
	Column Comparisons	-		A							c D E	c D E	D E	e		C D	d
No	% within column	14%	23%	8%	14%	15%	13%	15%	14%	14%	10%	10%	14%	21%	29%	10%	13%
	Weighted counts	667	466	201	225	238	130	74	333	334	62	157	208	128	113	100	185
	Column Comparisons	-	B										a b	A B C	A B C d		
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	Column Comparisons																
		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QE2: Do you ever order items to be delivered to you by post/delivery service?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
Yes	<i>% within column</i>	84%	82%	90%	81%	86%	86%	87%	85%	86%
	<i>Weighted counts</i>	799	1,018	2,246	1,751	3,338	238	227	218	2,736
	<i>Column Comparisons</i>			B						
No	<i>% within column</i>	16%	18%	10%	19%	14%	14%	13%	15%	14%
	<i>Weighted counts</i>	155	227	261	405	556	38	34	38	453
	<i>Column Comparisons</i>	A	A b		A					
Effective Column n		686	857	1,756	1,571	2,109	431	410	395	2,139
Unweighted base		954	1,192	2,443	2,186	2,935	599	570	549	2,976
Weighted base		954	1,245	2,507	2,156	3,894	276	262	256	3,189
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QE3_1: When you place an order for an item for yourself, where do you get the item delivered to?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Home address	% within column	96%	97%	95%	95%	96%	95%	96%	95%	96%	95%	93%	97%	98%	99%	95%
	Weighted counts	3,847	1,517	2,329	1,278	1,337	830	401	1,865	1,982	561	1,297	1,256	460	272	885
	Column Comparisons	-	B										B	a b	a b	
Work address	% within column	6%	5%	7%	7%	6%	7%	5%	8%	5%	8%	10%	5%	1%	1%	8%
	Weighted counts	255	83	172	89	80	64	22	151	104	48	136	63	5	3	78
	Column Comparisons	-							b		c D E	C D E	d e			c D
Friend/relative's address	% within column	5%	3%	6%	5%	4%	5%	7%	5%	5%	7%	7%	3%	4%	1%	4%
	Weighted counts	197	53	144	66	59	44	28	93	104	43	97	37	18	2	34
	Column Comparisons	-		a							C e	C e				
In store, using a 'collect from store option'	% within column	7%	3%	10%	7%	6%	10%	10%	6%	9%	8%	10%	5%	7%	6%	8%
	Weighted counts	301	49	252	91	86	85	40	108	193	50	137	63	35	16	73
	Column Comparisons	-		A			b			A	c	C				
Post office	% within column	3%	1%	5%	3%	3%	5%	4%	4%	3%	5%	5%	2%	2%	1%	3%
	Weighted counts	140	21	118	42	37	42	18	86	54	30	69	28	9	3	33
	Column Comparisons	-		A					b		c d e	c d e				
Delivery locker	% within column	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	2%	1%	1%	0%	2%
	Weighted counts	52	9	43	17	11	17	8	33	19	13	28	8	3	0	16
	Column Comparisons	-		a							c	c				
Another pick-up point	% within column	3%	1%	4%	2%	2%	5%	5%	3%	3%	3%	4%	2%	1%	2%	2%
	Weighted counts	116	21	95	26	25	44	22	60	56	19	55	29	7	6	22
	Column Comparisons	-		A			A B	a b								
Somewhere else	% within column	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	14	3	11	0	3	7	4	9	5	3	5	5	1	0	3
	Column Comparisons	-					a	a								
Effective Column n	% within column															
	Weighted counts	2,948	762	2,186	988	1,030	621	309	1,431	1,517	389	952	992	397	218	715
	Column Comparisons															
Unweighted base		4,074	1,053	3,021	1,365	1,424	858	427	1,978	2,096	537	1,316	1,371	549	301	988
Weighted base		4,021	1,559	2,462	1,342	1,391	872	416	1,964	2,058	592	1,390	1,296	469	274	936
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4074; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE3_1: When you place an order for an item for yourself, where do you get the item delivered to?		% within column	94%	97%	97%	94%	98%	96%	97%	95%	96%	95%	98%
Home address		Weighted counts	1,198	773	990	2,105	1,716	3,189	232	216	210	2,590	1,249
		Column Comparisons			a b		A						A
		% within column	9%	5%	2%	11%	1%	7%	6%	6%	4%	8%	4%
Work address		Weighted counts	119	38	19	238	17	217	15	13	9	209	45
		Column Comparisons	c D	d		B						B	
		% within column	5%	4%	7%	5%	4%	5%	4%	5%	4%	6%	3%
Friend/relative's address		Weighted counts	67	30	66	121	75	167	10	12	8	161	37
		Column Comparisons										B	
		% within column	9%	6%	6%	8%	7%	8%	9%	5%	5%	9%	5%
In store, using a 'collect from store option'		Weighted counts	115	47	66	181	117	258	22	11	11	236	64
		Column Comparisons							c			B	
		% within column	3%	4%	3%	4%	3%	4%	3%	2%	2%	4%	3%
Post office		Weighted counts	40	31	35	91	49	123	7	5	4	101	37
		Column Comparisons											
		% within column	2%	1%	1%	2%	1%	1%	2%	1%	0%	2%	1%
Delivery locker		Weighted counts	20	4	12	37	16	44	4	3	1	45	7
		Column Comparisons										b	
		% within column	3%	3%	3%	3%	2%	3%	4%	2%	2%	3%	2%
Another pick-up point		Weighted counts	38	23	32	74	39	100	9	4	3	93	22
		Column Comparisons										b	
		% within column	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
Somewhere else		Weighted counts	5	3	3	5	8	10	0	2	1	11	3
		Column Comparisons											
		% within column											
Effective Column n		Weighted counts	926	588	718	1,609	1,322	1,859	378	366	344	1,892	1,052
		Column Comparisons											
Unweighted base			1,280	813	993	2,224	1,827	2,569	523	506	476	2,615	1,454
Weighted base			1,268	799	1,018	2,246	1,751	3,338	238	227	218	2,736	1,278
Columns			B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4074; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun 2017)

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QE3_2: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Home address	% within column	85%	94%	80%	**	**	86%	84%	84%	87%	84%	82%	89%	87%	86%	85%
	Weighted counts	1,067	442	626			716	351	510	558	149	354	372	114	78	262
	Column Comparisons	-	B													
Work address	% within column	11%	8%	13%	**	**	11%	10%	13%	9%	14%	19%	5%	1%	2%	14%
	Weighted counts	134	36	98			93	41	78	56	26	82	22	2	2	42
	Column Comparisons	-		a					b		c D e	C D E				D
Friend/relative's address	% within column	12%	9%	14%	**	**	10%	14%	10%	13%	18%	14%	9%	9%	6%	9%
	Weighted counts	147	40	106			87	59	62	85	32	59	38	12	5	28
	Column Comparisons	-		a												
In store, using a 'collect from store option'	% within column	16%	6%	22%	**	**	17%	13%	14%	18%	17%	18%	14%	16%	8%	15%
	Weighted counts	197	27	170			142	55	82	114	30	78	60	21	7	48
	Column Comparisons	-		A												
Post office	% within column	6%	4%	8%	**	**	7%	5%	9%	4%	11%	9%	3%	5%	3%	6%
	Weighted counts	80	17	63			57	23	54	26	20	37	13	7	3	17
	Column Comparisons	-		a					b		c	c				
Delivery locker	% within column	4%	2%	6%	**	**	5%	3%	6%	3%	6%	7%	3%	1%	2%	4%
	Weighted counts	56	11	45			43	13	35	21	11	29	12	2	2	13
	Column Comparisons	-		a												
Another pick-up point	% within column	7%	5%	9%	**	**	7%	7%	9%	6%	7%	11%	4%	7%	3%	7%
	Weighted counts	89	22	67			61	29	52	37	13	48	17	9	3	21
	Column Comparisons	-		a								c				
Somewhere else	% within column	2%	1%	3%	**	**	2%	2%	3%	2%	1%	3%	2%	2%	2%	2%
	Weighted counts	27	7	20			18	9	17	10	1	11	10	3	2	6
	Column Comparisons	-														
Effective Column n	% within column															
	Weighted counts	960	262	698	0	0	636	324	461	499	120	321	315	123	81	241
	Column Comparisons															
Unweighted base		1,265	345	920	0	0	838	427	607	658	158	423	415	162	107	317
Weighted base		1,250	472	777	0	0	833	416	607	642	178	431	417	132	91	310
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1265; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun 2017) ; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE3_2: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		Demographics										
		SEG			Working status		UK nation				Rurality	
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Home address	% within column	82%	89%	88%	85%	85%	86%	84%	85%	85%	85%	87%
	Weighted counts	311	217	276	585	473	889	64	57	57	768	295
	Column Comparisons											
Work address	% within column	14%	10%	4%	17%	3%	10%	11%	13%	11%	12%	8%
	Weighted counts	54	26	12	113	19	109	9	9	7	108	26
	Column Comparisons	D	d		B							
Friend/relative's address	% within column	13%	11%	14%	12%	11%	12%	11%	12%	10%	12%	10%
	Weighted counts	50	26	43	85	62	123	9	8	7	112	34
	Column Comparisons											
In store, using a 'collect from store option'	% within column	18%	12%	15%	15%	17%	16%	18%	11%	12%	16%	15%
	Weighted counts	70	30	49	103	94	167	14	8	8	143	52
	Column Comparisons											
Post office	% within column	8%	5%	6%	7%	6%	7%	5%	8%	3%	7%	5%
	Weighted counts	30	13	20	46	33	68	4	6	2	63	17
	Column Comparisons											
Delivery locker	% within column	5%	6%	2%	5%	4%	5%	4%	4%	4%	5%	3%
	Weighted counts	21	14	8	34	21	48	3	3	3	45	11
	Column Comparisons											
Another pick-up point	% within column	7%	9%	6%	9%	6%	7%	8%	11%	6%	8%	4%
	Weighted counts	28	21	19	59	31	72	6	7	4	75	14
	Column Comparisons										b	
Somewhere else	% within column	2%	2%	2%	2%	2%	2%	3%	4%	3%	2%	3%
	Weighted counts	9	5	7	15	12	20	3	3	2	17	9
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	291	194	234	503	450	607	124	115	113	639	318
	Column Comparisons											
Unweighted base		384	256	308	663	593	800	164	152	149	842	419
Weighted base		381	243	315	684	555	1,039	76	67	67	903	341
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1265; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun 2017) ; Cells with ** sample size that is smaller than 50.

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE4: Have you ever returned any goods that were delivered to you by post?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	61%	58%	62%	61%	61%	62%	54%	57%	64%	60%	62%	62%	59%	52%	67%	59%
	Weighted counts	2,436	901	1,536	816	852	544	225	1,111	1,326	355	862	803	275	142	624	747
	Column Comparisons	-		a						A		e	e			b c d	
No	% within column	39%	42%	38%	39%	39%	38%	46%	43%	36%	40%	38%	38%	41%	48%	33%	41%
	Weighted counts	1,585	659	927	526	540	329	191	853	732	237	528	494	194	132	312	521
	Column Comparisons	-	b						B						b c		a
Effective Column n	% within column																
	Weighted counts	2,948	762	2,186	988	1,030	621	309	1,431	1,517	389	952	992	397	218	715	926
Unweighted base	Column Comparisons																
		4,074	1,053	3,021	1,365	1,424	858	427	1,978	2,096	537	1,316	1,371	549	301	988	1,280
Weighted base		4,021	1,559	2,462	1,342	1,391	872	416	1,964	2,058	592	1,390	1,296	469	274	936	1,268
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4074; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
QE4: Have you ever returned any goods that were delivered to you by post?										
Yes		60%	58%	62%	58%	60%	60%	65%	61%	59%
		476	589	1,401	1,022	2,010	143	149	134	1,626
				b						a
No		40%	42%	38%	42%	40%	40%	35%	39%	41%
		323	429	845	729	1,328	95	78	84	1,110
		a	a		a					b
Effective Column n		588	718	1,609	1,322	1,859	378	366	344	1,892
Unweighted base		813	993	2,224	1,827	2,569	523	506	476	2,615
Weighted base		799	1,018	2,246	1,751	3,338	238	227	218	2,736
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4074; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	85%	84%	85%	85%	84%	84%	86%	85%	85%	84%	86%	85%	83%	81%	85%	85%
	Weighted counts	2,890	918	1,972	727	785	679	700	1,410	1,479	414	1,038	954	309	174	710	875
	Column Comparisons	-															
Hermes	% within column	28%	20%	31%	26%	28%	29%	28%	25%	30%	24%	28%	29%	30%	24%	31%	25%
	Weighted counts	949	222	728	220	267	237	227	418	531	120	343	323	112	52	259	255
	Column Comparisons	-		A						a							
Yodel	% within column	19%	16%	20%	17%	19%	20%	20%	19%	19%	16%	21%	20%	16%	17%	20%	18%
	Weighted counts	643	177	466	146	179	158	160	311	332	77	250	221	58	36	168	187
	Column Comparisons	-		a													
DPD	% within column	17%	18%	17%	15%	18%	18%	19%	18%	16%	16%	23%	15%	12%	8%	19%	18%
	Weighted counts	595	197	397	130	166	147	152	308	287	78	281	175	44	17	159	189
	Column Comparisons	-									e	a C D E	e				
Amazon Logistics	% within column	16%	15%	17%	16%	18%	18%	14%	17%	16%	19%	17%	15%	15%	12%	18%	17%
	Weighted counts	553	167	387	133	166	143	112	275	279	91	209	172	55	26	147	170
	Column Comparisons	-															
Parcelforce	% within column	13%	16%	12%	12%	14%	14%	12%	14%	12%	10%	14%	15%	9%	11%	13%	12%
	Weighted counts	450	173	277	103	134	113	100	238	212	49	174	170	34	23	107	123
	Column Comparisons	-	b														
DHL	% within column	13%	13%	13%	13%	13%	13%	13%	15%	11%	13%	16%	12%	8%	6%	17%	13%
	Weighted counts	434	139	294	108	121	101	103	246	187	64	196	132	29	13	141	133
	Column Comparisons	-							b		d e	c D e	e			c D	d
FedEx	% within column	6%	5%	6%	5%	7%	6%	5%	7%	5%	8%	7%	4%	3%	5%	8%	5%
	Weighted counts	194	59	135	44	62	47	41	114	80	39	89	44	12	10	64	54
	Column Comparisons	-							b		c d	c d				c	
Collect+	% within column	5%	2%	6%	4%	4%	5%	4%	4%	5%	7%	7%	3%	1%	2%	4%	5%
	Weighted counts	154	23	132	38	42	44	30	62	92	33	83	32	2	5	34	53
	Column Comparisons	-		A							c D	C D e	d				
UPS	% within column	4%	4%	4%	4%	4%	5%	5%	6%	3%	5%	5%	4%	4%	5%	8%	4%
	Weighted counts	151	49	102	33	39	41	38	92	58	27	55	41	16	11	64	44
	Column Comparisons	-							b							b C D	
UK Mail	% within column	2%	1%	3%	2%	2%	3%	3%	3%	2%	3%	3%	2%	1%	2%	3%	2%
	Weighted counts	82	11	71	20	19	21	21	43	38	14	36	22	6	3	24	22
	Column Comparisons	-		a													

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Royal Mail	% within column	84%	84%	86%	84%	84%	84%	85%	89%	84%	86%
	Weighted counts	589	716	1,615	1,267	2,387	180	168	155	1,941	945
	Column Comparisons										
Hermes	% within column	28%	28%	27%	29%	27%	33%	29%	33%	26%	32%
	Weighted counts	199	236	511	437	764	71	57	57	592	357
	Column Comparisons										A
Yodel	% within column	19%	18%	19%	19%	18%	25%	22%	20%	18%	20%
	Weighted counts	133	154	352	291	510	54	44	36	419	224
	Column Comparisons										
DPD	% within column	16%	15%	20%	14%	17%	24%	16%	16%	17%	18%
	Weighted counts	115	132	377	215	483	51	32	29	400	194
	Column Comparisons			B			c d				
Amazon Logistics	% within column	15%	15%	17%	15%	17%	16%	16%	8%	17%	15%
	Weighted counts	106	130	320	230	474	34	32	14	390	162
	Column Comparisons					d	d	d			
Parcelforce	% within column	14%	14%	14%	12%	13%	13%	14%	16%	14%	12%
	Weighted counts	100	120	271	179	365	29	28	27	314	136
	Column Comparisons										
DHL	% within column	12%	9%	15%	9%	12%	17%	13%	13%	13%	13%
	Weighted counts	87	73	290	142	348	37	26	22	294	140
	Column Comparisons	d		B							
FedEx	% within column	4%	6%	7%	4%	6%	6%	4%	4%	6%	5%
	Weighted counts	27	49	129	65	165	13	8	8	138	56
	Column Comparisons			b							
Collect+	% within column	4%	4%	6%	3%	5%	5%	4%	5%	5%	4%
	Weighted counts	30	37	108	45	128	10	8	8	109	45
	Column Comparisons			B							
UPS	% within column	3%	3%	5%	4%	4%	7%	4%	3%	4%	5%
	Weighted counts	18	26	97	54	122	16	8	5	100	51
	Column Comparisons						d				
UK Mail	% within column	2%	3%	3%	2%	2%	3%	3%	0%	2%	2%
	Weighted counts	12	23	52	29	68	7	6	0	57	24
	Column Comparisons						d	d			

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	2%	3%	1%	2%	2%	2%	2%	2%	2%	2%	3%	2%	1%	0%	2%	2%
	Weighted counts	69	36	33	17	22	17	13	36	33	11	34	22	3	0	17	20
	Column Comparisons	-	b														
TNT Express	% within column	2%	2%	1%	2%	2%	0%	2%	2%	1%	2%	2%	2%	0%	0%	2%	1%
	Weighted counts	52	19	32	14	19	2	16	33	19	11	21	17	2	1	16	12
	Column Comparisons	-			c	c		c									
Citipost	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%	2%	1%
	Weighted counts	30	6	24	10	7	6	7	21	9	5	18	5	1	0	14	9
	Column Comparisons	-							b								
Other	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
	Weighted counts	33	20	13	11	8	9	5	12	21	2	11	10	5	4	6	8
	Column Comparisons	-	b														
I don't know	% within column	4%	4%	4%	3%	4%	4%	4%	4%	4%	5%	1%	5%	6%	6%	4%	4%
	Weighted counts	134	48	86	29	41	34	30	62	73	24	17	57	23	13	33	37
	Column Comparisons	-									b		B	B	B		
% within column																	
Effective Column n	Weighted counts	2,583	524	2,059	641	719	609	615	1,233	1,351	334	856	871	344	179	645	769
Column Comparisons																	
Unweighted base		3,577	726	2,851	887	996	843	851	1,707	1,870	462	1,185	1,206	476	248	893	1,065
Weighted base		3,413	1,088	2,325	851	940	805	817	1,664	1,749	491	1,207	1,128	374	214	834	1,026
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
Interlink	% within column	3%	2%	3%	1%	2%	1%	1%	0%	2%	2%
	Weighted counts	18	15	50	19	64	2	3	1	50	19
	Column Comparisons			b							
TNT Express	% within column	2%	1%	2%	1%	2%	2%	1%	2%	2%	1%
	Weighted counts	16	8	38	14	42	4	2	3	43	8
	Column Comparisons			b						b	
Citipost	% within column	0%	0%	1%	0%	1%	1%	1%	0%	1%	1%
	Weighted counts	3	3	23	5	25	3	1	1	23	7
	Column Comparisons			b							
Other	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	9	10	17	16	24	5	2	2	17	16
	Column Comparisons										
I don't know	% within column	3%	5%	3%	5%	4%	3%	3%	2%	4%	4%
	Weighted counts	23	40	50	82	120	6	6	3	85	49
	Column Comparisons				A						
Effective Column n	% within column										
	Weighted counts	537	632	1,386	1,187	1,615	346	330	292	1,647	934
Unweighted base	% within column										
	Weighted counts	744	875	1,919	1,644	2,236	479	457	405	2,280	1,293
Weighted base	% within column										
	Weighted counts	701	852	1,888	1,511	2,827	215	197	174	2,304	1,104
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? (MULTI RESPONSE)		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Yes	% within column	86%	85%	86%	85%	86%	86%	87%	85%	87%	82%	85%	87%	91%	87%	86%
	Weighted counts	2,936	929	2,008	720	810	693	714	1,409	1,527	402	1,027	983	339	185	713
	Column Comparisons	-												a		
No - I received a card with instructions to arrange for redelivery or collection from a depot	% within column	13%	12%	14%	14%	13%	15%	11%	14%	12%	15%	15%	13%	9%	11%	16%
	Weighted counts	451	133	317	121	123	119	88	237	213	74	178	143	33	23	130
	Column Comparisons	-														c
No - I received a card to say that it was left with a neighbour	% within column	5%	5%	6%	5%	5%	6%	5%	5%	5%	6%	5%	5%	5%	3%	8%
	Weighted counts	183	50	133	42	50	50	40	91	92	29	66	62	19	7	63
	Column Comparisons	-														
No - I received a card to say that it was left in a safe place outside my home	% within column	5%	4%	5%	5%	5%	6%	4%	6%	4%	4%	6%	4%	3%	5%	8%
	Weighted counts	170	46	123	42	49	45	35	95	75	22	75	51	11	11	70
	Column Comparisons	-														b c D
No - It was left outside of my home for me to find	% within column	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	2%
	Weighted counts	58	14	44	13	18	16	11	23	35	8	26	17	3	4	20
	Column Comparisons	-														
I don't know	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	0%	2%	2%	1%
	Weighted counts	40	12	28	14	10	6	10	20	20	11	11	6	8	4	8
	Column Comparisons	-									c			c		
NET: No	% within column	20%	18%	21%	21%	21%	21%	17%	21%	19%	23%	21%	20%	14%	19%	24%
	Weighted counts	681	196	485	177	193	170	141	343	338	113	258	220	51	40	202
	Column Comparisons	-									d	d				c D
Effective Column n	% within column															
	Weighted counts	2,583	524	2,059	641	719	609	615	1,233	1,351	334	856	871	344	179	645
	Column Comparisons															

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? (MULTI RESPONSE)		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	% within column	84%	87%	89%	84%	88%	86%	86%	84%	86%	86%	87%
	Weighted counts	860	608	755	1,593	1,336	2,436	184	166	150	1,977	958
	Column Comparisons					a						
No - I received a card with instructions to arrange for redelivery or collection from a depot	% within column	15%	10%	12%	15%	10%	13%	15%	16%	14%	14%	11%
	Weighted counts	152	69	100	292	159	363	32	31	25	329	120
	Column Comparisons	c			B						b	
No - I received a card to say that it was left with a neighbour	% within column	5%	4%	4%	6%	4%	5%	7%	6%	5%	6%	5%
	Weighted counts	51	32	38	120	62	146	16	12	8	128	55
	Column Comparisons				b							
No - I received a card to say that it was left in a safe place outside my home	% within column	4%	4%	3%	6%	4%	5%	8%	3%	6%	4%	6%
	Weighted counts	46	27	27	108	59	136	17	7	10	104	66
	Column Comparisons				b			c				
No - It was left outside of my home for me to find	% within column	1%	2%	1%	2%	2%	2%	2%	2%	3%	1%	2%
	Weighted counts	15	13	10	29	29	45	5	3	4	33	25
	Column Comparisons											
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	15	5	12	15	21	34	2	2	2	26	13
	Column Comparisons											
NET: No	% within column	21%	18%	16%	23%	16%	20%	23%	22%	20%	20%	19%
	Weighted counts	219	125	135	430	249	552	50	44	34	466	213
	Column Comparisons	d			B							
Effective Column n	% within column											
	Weighted counts	769	537	632	1,386	1,187	1,615	346	330	292	1,647	934
Column Comparisons												

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Part 2 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? (MULTI RESPONSE)	Demographics														
	Methodology			Quarter				Gender		Age					SEG
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Unweighted base	3,577	726	2,851	887	996	843	851	1,707	1,870	462	1,185	1,206	476	248	893
Weighted base	3,413	1,088	2,325	851	940	805	817	1,664	1,749	491	1,207	1,128	374	214	834
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? (MULTI RESPONSE)	Demographics										
	SEG			Working status		UK nation				Rurality	
	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Unweighted base	1,065	744	875	1,919	1,644	2,236	479	457	405	2,280	1,293
Weighted base	1,026	701	852	1,888	1,511	2,827	215	197	174	2,304	1,104
Columns	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 3577; Base: Those who received a parcel in the previous week

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

Part 4 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics																			
		Method- ology	Quarter					Gender		Age					SEG				Working status
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot			Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
		Total	CAPI																
Very satisfied		28%	37%	24%	23%	27%	31%	32%	26%	30%	22%	23%	33%	**	28%	24%	36%	30%	25%
		Weighted counts	127	50	77	28	34	37	28	62	64	17	42	47	36	36	25	30	74
		Column Comparisons	-	b															
Fairly satisfied		36%	39%	35%	42%	33%	35%	32%	29%	44%	36%	39%	35%	**	36%	37%	39%	32%	39%
		Weighted counts	162	52	110	51	41	42	28	69	93	27	70	50	47	56	27	32	113
		Column Comparisons	-						a										
Neither satisfied or dissatisfied		19%	14%	21%	21%	19%	14%	22%	26%	12%	28%	18%	18%	**	19%	23%	11%	19%	20%
		Weighted counts	86	18	68	26	24	17	20	61	25	20	32	26	25	35	7	20	58
		Column Comparisons	-						b										
Fairly dissatisfied		10%	8%	10%	9%	11%	9%	8%	11%	8%	5%	11%	9%	**	9%	8%	10%	11%	9%
		Weighted counts	43	11	32	11	14	11	7	27	16	4	20	13	12	12	7	11	25
		Column Comparisons	-																
Very dissatisfied		7%	3%	9%	4%	9%	10%	5%	8%	7%	9%	8%	5%	**	8%	9%	3%	8%	8%
		Weighted counts	33	3	30	5	11	12	5	18	15	7	15	7	10	13	2	8	22
		Column Comparisons	-	a															
Don't know		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%	0%	0%	0%
		Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Satisfied		64%	76%	59%	65%	61%	66%	64%	55%	74%	58%	63%	67%	**	64%	60%	76%	61%	64%
		Weighted counts	289	101	187	79	74	79	56	131	157	43	111	96	83	91	52	62	186
		Column Comparisons	-	b					A										
NET: Dissatisfied		17%	11%	20%	13%	20%	20%	13%	19%	15%	14%	19%	14%	**	17%	17%	14%	19%	16%
		Weighted counts	76	14	62	16	25	23	12	45	31	10	34	21	22	25	10	19	47
		Column Comparisons	-	a															
Effective Column n		324	54	270	83	95	82	64	156	169	43	131	103	28	94	103	56	72	206
		Weighted counts	324	54	270	83	95	82	156	169	43	131	103	28	94	103	56	72	206
		Column Comparisons	-																
Unweighted base		479	80	399	123	140	121	95	230	249	64	194	152	41	139	152	82	106	304
Weighted base		451	133	317	121	123	119	88	237	213	74	178	143	33	130	152	69	100	292
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 479; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but a card was left with instructions, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation			Rurality		
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Rural
Very satisfied	% within column	33%	29%	24%	25%	29%	25%	38%
	Weighted counts	53	104	8	8	7	81	46
	Column Comparisons							a
Fairly satisfied	% within column	31%	35%	33%	37%	49%	36%	37%
	Weighted counts	49	128	10	12	12	118	44
	Column Comparisons							
Neither satisfied or dissatisfied	% within column	18%	20%	22%	16%	13%	22%	9%
	Weighted counts	28	71	7	5	3	73	11
	Column Comparisons						b	
Fairly dissatisfied	% within column	11%	9%	15%	12%	3%	10%	10%
	Weighted counts	18	34	5	4	1	31	12
	Column Comparisons							
Very dissatisfied	% within column	7%	7%	6%	10%	6%	8%	6%
	Weighted counts	11	27	2	3	2	26	7
	Column Comparisons							
Don't know	% within column	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-
NET: Satisfied	% within column	64%	64%	57%	62%	78%	60%	75%
	Weighted counts	102	232	18	19	19	199	90
	Column Comparisons							a
NET: Dissatisfied	% within column	18%	17%	20%	22%	10%	17%	16%
	Weighted counts	29	60	6	7	2	57	19
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	118	189	47	47	42	227	97
	Column Comparisons							
Unweighted base		175	279	69	69	62	335	143
Weighted base		159	363	32	31	25	329	120
Columns		B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 479; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but a card was left with instructions, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																		
		Method-ology		Quarter				Gender		Age					SEG				Work- ing status	
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home		Total	CAPi	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Very satisfied	% within column	46%	**	42%	**	47%	**	**	39%	56%	**	38%	58%	**	**	46%	**	**	**	48%
	Weighted counts	79		52		23			37	42		29	29			32				53
	Column Comparisons	-							a											
Fairly satisfied	% within column	33%	**	34%	**	36%	**	**	41%	23%	**	37%	26%	**	**	32%	**	**	**	36%
	Weighted counts	56		42		18			39	17		28	13			22				39
	Column Comparisons	-							b											
Neither satisfied or dissatisfied	% within column	8%	**	8%	**	8%	**	**	6%	10%	**	8%	6%	**	**	10%	**	**	**	7%
	Weighted counts	14		10		4			6	7		6	3			7				7
	Column Comparisons	-																		
Fairly dissatisfied	% within column	6%	**	7%	**	2%	**	**	8%	5%	**	10%	4%	**	**	4%	**	**	**	4%
	Weighted counts	11		9		1			7	3		7	2			3				5
	Column Comparisons	-																		
Very dissatisfied	% within column	5%	**	7%	**	3%	**	**	4%	7%	**	7%	5%	**	**	9%	**	**	**	5%
	Weighted counts	9		9		1			4	5		5	3			6				5
	Column Comparisons	-																		
Don't know	% within column	1%	**	2%	**	4%	**	**	2%	0%	**	0%	0%	**	**	0%	**	**	**	0%
	Weighted counts	2		2		2			2	0		0	0			0				0
	Column Comparisons	-																		
NET: Satisfied	% within column	79%	**	76%	**	84%	**	**	80%	79%	**	75%	84%	**	**	78%	**	**	**	85%
	Weighted counts	135		93		41			75	59		57	43			54				92
	Column Comparisons	-																		
NET: Dissatisfied	% within column	12%	**	15%	**	4%	**	**	12%	11%	**	17%	9%	**	**	13%	**	**	**	9%
	Weighted counts	20		18		2			11	8		13	5			9				10
	Column Comparisons	-																		
Effective Column n	Weighted counts	131	20	111	30	42	35	24	69	62	14	55	40	11	10	53	35	25	18	81
	Column Comparisons																			
Unweighted base		184	28	156	42	59	49	34	97	87	20	78	56	16	14	74	49	35	26	114
Weighted base		170	46	123	42	49	45	35	95	75	22	75	51	11	11	70	46	27	27	108
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 184; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but was left in a safe place, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation				Rurality	
		Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home								
Very satisfied	% within column	44%	47%	**	**	**	39%	58%
	Weighted counts	26	64				40	39
	Column Comparisons							a
Fairly satisfied	% within column	28%	30%	**	**	**	34%	31%
	Weighted counts	17	41				35	21
	Column Comparisons							
Neither satisfied or dissatisfied	% within column	7%	9%	**	**	**	13%	0%
	Weighted counts	4	12				13	0
	Column Comparisons						b	
Fairly dissatisfied	% within column	10%	7%	**	**	**	6%	6%
	Weighted counts	6	9				7	4
	Column Comparisons							
Very dissatisfied	% within column	7%	6%	**	**	**	6%	4%
	Weighted counts	4	8				6	3
	Column Comparisons							
Don't know	% within column	3%	1%	**	**	**	2%	0%
	Weighted counts	2	2				2	0
	Column Comparisons							
NET: Satisfied	% within column	72%	77%	**	**	**	73%	90%
	Weighted counts	43	105				75	59
	Column Comparisons							a
NET: Dissatisfied	% within column	17%	12%	**	**	**	13%	10%
	Weighted counts	10	17				13	7
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	49	73	27	12	18	75	55
	Column Comparisons							
Unweighted base		69	103	38	17	26	106	78
Weighted base		59	136	17	7	10	104	66
Columns		B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 184; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but was left in a safe place, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	Work- ing status	
			Method- ology	Quarter				Gender		Age					SEG				Work- ing	
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Very satisfied	% within column	50%	**	50%	**	43%	53%	**	43%	56%	**	36%	64%	**	**	50%	40%	**	**	46%
	Weighted counts	91		67		22	26		39	51		24	39			31	20			55
	Column Comparisons	-											b							
Fairly satisfied	% within column	36%	**	36%	**	40%	27%	**	36%	36%	**	47%	25%	**	**	37%	42%	**	**	39%
	Weighted counts	65		47		20	14		33	33		31	16			23	21			48
	Column Comparisons	-																		
Neither satisfied or dissatisfied	% within column	7%	**	6%	**	5%	12%	**	8%	6%	**	13%	6%	**	**	6%	11%	**	**	8%
	Weighted counts	13		8		3	6		8	6		8	4			4	6			10
	Column Comparisons	-																		
Fairly dissatisfied	% within column	4%	**	5%	**	2%	7%	**	6%	1%	**	2%	1%	**	**	4%	4%	**	**	1%
	Weighted counts	6		6		1	3		5	1		1	1			2	2			2
	Column Comparisons	-																		
Very dissatisfied	% within column	2%	**	3%	**	4%	2%	**	4%	1%	**	2%	3%	**	**	3%	3%	**	**	3%
	Weighted counts	4		4		2	1		3	1		1	2			2	2			3
	Column Comparisons	-																		
Don't know	% within column	1%	**	0%	**	5%	0%	**	3%	0%	**	0%	0%	**	**	0%	0%	**	**	2%
	Weighted counts	3		0		3	0		3	0		0	0			0	0			3
	Column Comparisons	-																		
NET: Satisfied	% within column	85%	**	86%	**	83%	80%	**	79%	91%	**	83%	89%	**	**	87%	82%	**	**	85%
	Weighted counts	156		114		42	40		72	84		54	55			55	42			103
	Column Comparisons	-								a										
NET: Dissatisfied	% within column	6%	**	8%	**	7%	8%	**	10%	2%	**	4%	5%	**	**	7%	7%	**	**	4%
	Weighted counts	11		11		3	4		9	2		3	3			4	4			5
	Column Comparisons	-																		
Effective Column n	% within column																			
	Weighted counts	153	26	127	34	46	42	31	73	80	23	53	50	19	8	51	42	28	32	92
	Column Comparisons																			
Unweighted base		203	34	169	45	61	56	41	97	106	30	70	67	25	11	68	56	37	42	122
Weighted base		183	50	133	42	50	50	40	91	92	29	66	62	19	7	63	51	32	38	120
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 203; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but was left with a neighbour, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation				Rurality	
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour		Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Very satisfied	% within column	56%	50%	**	**	**	45%	61%
	Weighted counts	35	74				57	34
	Column Comparisons							
Fairly satisfied	% within column	29%	35%	**	**	**	40%	25%
	Weighted counts	18	51				51	14
	Column Comparisons							
Neither satisfied or dissatisfied	% within column	5%	7%	**	**	**	8%	5%
	Weighted counts	3	10				11	3
	Column Comparisons							
Fairly dissatisfied	% within column	8%	4%	**	**	**	2%	8%
	Weighted counts	5	5				2	4
	Column Comparisons							
Very dissatisfied	% within column	2%	2%	**	**	**	3%	1%
	Weighted counts	1	3				4	1
	Column Comparisons							
Don't know	% within column	0%	2%	**	**	**	2%	0%
	Weighted counts	0	3				3	0
	Column Comparisons							
NET: Satisfied	% within column	85%	85%	**	**	**	85%	86%
	Weighted counts	53	125				108	48
	Column Comparisons							
NET: Dissatisfied	% within column	10%	6%	**	**	**	5%	9%
	Weighted counts	6	9				6	5
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	61	91	26	20	15	99	54
	Column Comparisons							
Unweighted base		81	121	35	27	20	132	71
Weighted base		62	146	16	12	8	128	55
Columns		B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 203; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but was left with a neighbour, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																		
		Method-ology			Quarter				Gender		Age					SEG				Work- ing status
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Very satisfied	% within column	20%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	12		8																
	Column Comparisons	-																		
Fairly satisfied	% within column	23%	**	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	13		10																
	Column Comparisons	-																		
Neither satisfied or dissatisfied	% within column	12%	**	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	7		7																
	Column Comparisons	-																		
Fairly dissatisfied	% within column	20%	**	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	12		6																
	Column Comparisons	-																		
Very dissatisfied	% within column	25%	**	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	14		12																
	Column Comparisons	-																		
Don't know	% within column	0%	**	0%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	0		0																
	Column Comparisons	-		-																
NET: Satisfied	% within column	43%	**	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	25		18																
	Column Comparisons	-																		
NET: Dissatisfied	% within column	45%	**	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	26		18																
	Column Comparisons	-																		
Effective Column n	% within column																			
	Weighted counts	48	7	41	8	17	15	8	20	28	7	22	12	3	4	17	12	11	8	23
Unweighted base	Column Comparisons																			
	Weighted counts	66	9	57	11	24	20	11	27	39	9	30	17	4	6	23	17	15	11	32
Weighted base	Column Comparisons																			
	Weighted counts	58	14	44	13	18	16	11	23	35	8	26	17	3	4	20	15	13	10	29
Columns	Column Comparisons																			
	Weighted counts	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 66; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but was left outside of their home, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation			Rurality		
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find		Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
		**	**	**	**	**	**	**
Very satisfied	% within column							
	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
Fairly satisfied	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
Neither satisfied or dissatisfied	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
Fairly dissatisfied	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
Very dissatisfied	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
Don't know	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
NET: Satisfied	Weighted counts							
	Column Comparisons							
	% within column	**	**	**	**	**	**	**
NET: Dissatisfied	Weighted counts							
	Column Comparisons							
	% within column							
Effective Column n	Weighted counts	25	26	8	5	9	25	23
	Column Comparisons							
Unweighted base		34	36	11	7	12	35	31
Weighted base		29	45	5	3	4	33	25
Columns		B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 66; Base: Those who received a parcel in the previous week, and also received a parcel that was not delivered on the first attempt, but was left outside of their home, in the previous month ; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

								Demographics									
		Methodology			Quarter				Gender		Age					SEG	
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	75%	65%	83%	75%	76%	76%	74%	74%	76%	71%	78%	79%	71%	60%	80%	76%
	Weighted counts	4,606	1,713	2,893	1,181	1,231	1,117	1,077	2,216	2,390	612	1,577	1,556	556	305	1,106	1,430
	Column Comparisons	-		A					a		E	a d E	A D E	E		b C D	d
No	% within column	23%	34%	15%	23%	22%	23%	24%	24%	22%	25%	20%	20%	27%	37%	18%	22%
	Weighted counts	1,408	884	524	361	360	334	353	722	686	213	411	386	213	186	252	408
	Column Comparisons	-	B								b c			b C	A B C d		
I don't know	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	4%	2%	1%	2%	3%	1%	2%
	Weighted counts	117	39	78	25	37	27	27	66	51	34	35	20	13	15	18	35
	Column Comparisons	-									b C d				c		
Effective Column n																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
Yes	% within column	73%	71%	80%	70%	74%	79%	78%	79%	75%	76%
	Weighted counts	932	1,137	2,583	2,009	3,785	286	266	269	3,188	1,412
	Column Comparisons			B							
No	% within column	24%	27%	19%	28%	24%	20%	21%	20%	24%	21%
	Weighted counts	308	440	599	800	1,199	72	70	67	1,008	396
	Column Comparisons	a	A b		A						
I don't know	% within column	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%
	Weighted counts	30	34	50	60	104	5	4	4	76	38
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?														
Pick up the item from a delivery office	% within column	39%	44%	37%	42%	47%	45%	22%	42%	37%	40%	43%	40%	34%
	Weighted counts	1,855	769	1,085	504	603	509	237	959	895	255	687	639	191
	Column Comparisons	-	B		D	a D	D		b		e	d E	d E	
Arrange for redelivery to your home	% within column	37%	30%	41%	40%	34%	36%	38%	36%	37%	41%	38%	35%	34%
	Weighted counts	1,734	520	1,214	476	430	406	422	829	905	264	602	554	194
	Column Comparisons	-		A										
Arrange for the item to be left in a safe place	% within column	26%	25%	27%	26%	28%	26%	25%	24%	29%	29%	26%	26%	26%
	Weighted counts	1,243	433	810	317	362	291	273	539	704	184	414	409	146
	Column Comparisons	-								A				
Arrange for delivery to a neighbour	% within column	25%	24%	25%	22%	27%	28%	22%	24%	26%	28%	25%	24%	23%
	Weighted counts	1,165	414	751	265	338	320	242	542	623	180	400	374	128
	Column Comparisons	-				a d	a d							
Arrange for delivery to a Post Office branch, where you can pick it up	% within column	13%	7%	16%	10%	11%	12%	17%	13%	12%	13%	13%	12%	13%
	Weighted counts	592	131	462	124	145	141	182	289	303	80	207	195	76
	Column Comparisons	-		A				A b c						
Arrange to pick it up from a collection point/box	% within column	5%	2%	6%	3%	4%	4%	8%	5%	5%	8%	6%	3%	3%
	Weighted counts	224	33	190	42	45	51	86	112	112	51	89	52	18
	Column Comparisons	-		A				A B c			C d	c		
Arrange for delivery to an alternative address	% within column	5%	4%	5%	4%	4%	3%	8%	5%	5%	8%	6%	4%	2%
	Weighted counts	229	78	152	52	51	38	89	113	116	48	98	62	14
	Column Comparisons	-						a B C			c d e	c d		
Get a friend/relative to pick up the item from the delivery/enquiry office	% within column	3%	3%	3%	2%	2%	2%	5%	2%	3%	5%	3%	2%	2%
	Weighted counts	130	44	86	23	24	26	57	53	77	31	49	37	12
	Column Comparisons	-						A B c			c e			
Arrange to pick it up at the operator's depot	% within column	3%	4%	3%	1%	1%	1%	11%	3%	3%	3%	4%	4%	2%
	Weighted counts	156	67	88	12	10	11	123	78	78	22	60	59	10
	Column Comparisons	-						A B C						
Any other way	% within column	0%	0%	1%	1%	0%	0%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	23	8	16	7	3	5	8	13	10	4	12	6	1
	Column Comparisons	-												
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Weighted counts	10	5	5	6	1	1	2	3	7	1	1	3	5
	Column Comparisons	-												

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4868; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Pick up the item from a delivery office	% within column	26%	36%	39%	38%	44%	43%	35%	40%	39%	36%	41%	42%	32%
	Weighted counts	83	413	566	366	509	1,130	720	1,530	116	98	111	1,379	471
	Column Comparisons					a b c	B						B	
Arrange for redelivery to your home	% within column	38%	34%	38%	36%	40%	34%	40%	38%	32%	35%	30%	38%	35%
	Weighted counts	120	382	552	341	460	911	819	1,462	95	95	83	1,223	510
	Column Comparisons					a	A							
Arrange for the item to be left in a safe place	% within column	29%	31%	27%	25%	23%	27%	25%	26%	27%	23%	41%	22%	36%
	Weighted counts	89	348	395	237	263	722	511	987	80	64	112	719	523
	Column Comparisons		c D	d							A B C		A	
Arrange for delivery to a neighbour	% within column	27%	26%	26%	25%	22%	25%	24%	24%	26%	24%	28%	23%	28%
	Weighted counts	83	292	374	239	260	668	495	947	76	64	77	756	409
	Column Comparisons												a	
Arrange for delivery to a Post Office branch, where you can pick it up	% within column	11%	13%	14%	12%	11%	13%	12%	12%	15%	11%	14%	12%	14%
	Weighted counts	33	151	199	114	128	353	239	483	44	29	37	390	201
	Column Comparisons													
Arrange to pick it up from a collection point/ box	% within column	4%	4%	6%	4%	4%	5%	4%	5%	6%	7%	4%	5%	4%
	Weighted counts	14	46	90	39	49	143	81	178	17	18	10	169	55
	Column Comparisons						b							
Arrange for delivery to an alternative address	% within column	3%	4%	6%	4%	5%	6%	4%	5%	4%	4%	4%	5%	4%
	Weighted counts	8	48	81	42	58	151	76	195	13	12	10	172	57
	Column Comparisons						b							
Get a friend/relative to pick up the item from the delivery/enquiry office	% within column	0%	3%	3%	2%	3%	3%	3%	3%	4%	3%	3%	3%	2%
	Weighted counts	1	32	37	21	40	76	54	103	10	7	9	106	24
	Column Comparisons												b	
Arrange to pick it up at the operator's depot	% within column	2%	2%	3%	5%	4%	4%	3%	3%	3%	4%	2%	4%	1%
	Weighted counts	5	27	44	43	42	97	58	132	9	10	6	133	22
	Column Comparisons												B	
Any other way	% within column	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%
	Weighted counts	1	3	4	5	12	13	10	18	3	2	1	14	9
	Column Comparisons													
I don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	0	3	1	3	2	2	8	8	1	2	0	8	2
	Column Comparisons						a							

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4868; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
	% within column	54%	56%	52%	51%	57%	55%	51%	56%	51%	54%	57%	54%	49%
NET: Arrange pick-up	Weighted counts	2,521	975	1,546	608	722	629	561	1,274	1,247	346	920	859	277
	Column Comparisons	-	b			a d			b		E	d E	E	e
	% within column	55%	49%	59%	56%	52%	55%	58%	54%	56%	62%	56%	52%	52%
NET: Arrange new delivery	Weighted counts	2,596	854	1,742	671	666	623	637	1,226	1,371	396	900	824	293
	Column Comparisons	-		A							c d			
	% within column													
Effective Column n	Weighted counts	3,544	893	2,652	909	957	853	825	1,697	1,847	443	1,152	1,197	490
	Column Comparisons													
Unweighted base		4,868	1,226	3,642	1,249	1,314	1,172	1,133	2,331	2,537	609	1,582	1,644	673
Weighted base		4,709	1,747	2,963	1,199	1,273	1,139	1,098	2,282	2,427	643	1,606	1,584	565
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4868; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
NET: Arrange pick-up	<i>% within column</i>	38%	51%	54%	53%	56%	58%	49%	54%	55%	50%	55%	57%	46%
	<i>Weighted counts</i>	119	576	786	504	655	1,521	995	2,073	162	136	149	1,848	664
	<i>Column Comparisons</i>						B						B	
NET: Arrange new delivery	<i>% within column</i>	59%	54%	57%	56%	54%	54%	57%	56%	52%	55%	49%	55%	56%
	<i>Weighted counts</i>	184	609	827	530	630	1,422	1,167	2,160	154	149	134	1,781	814
	<i>Column Comparisons</i>													
Effective Column n	<i>% within column</i>													
	<i>Weighted counts</i>	262	872	1,094	716	863	1,922	1,611	2,200	471	438	435	2,309	1,231
	<i>Column Comparisons</i>													
Unweighted base		360	1,197	1,503	983	1,185	2,640	2,213	3,022	647	602	597	3,171	1,691
Weighted base		312	1,138	1,457	954	1,160	2,643	2,051	3,871	294	271	273	3,247	1,455
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4868; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

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

Yes	% within column	40%	29%	47%	39%	38%	43%	38%	38%	41%	49%	46%	37%	29%	22%	46%	42%
	Weighted counts	2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224	109	626	778
	Column Comparisons	-		A			b d				C D E	C D E	D E	e		C D	c D
No	% within column	60%	71%	53%	61%	62%	57%	62%	62%	59%	51%	54%	63%	71%	78%	54%	58%
	Weighted counts	3,697	1,860	1,838	947	1,017	836	897	1,844	1,853	433	1,089	1,223	557	395	747	1,089
	Column Comparisons	-	B			c		c					A B	A B C	A B C d		
Effective Column n	% within column																
	Weighted counts	4,401	1,328	3,074	1,114	1,171	1,066	1,051	2,150	2,252	560	1,375	1,439	637	390	1,009	1,335
	Column Comparisons																
Unweighted base		6,087	1,836	4,251	1,541	1,619	1,474	1,453	2,973	3,114	775	1,902	1,990	881	539	1,396	1,846
Weighted base		6,112	2,618	3,495	1,548	1,629	1,478	1,457	2,994	3,118	856	2,017	1,956	780	504	1,373	1,867
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6087; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?		Demographics								
		SEG		Working status		UK nation			Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
Yes	% within column	37%	34%	44%	34%	39%	49%	42%	38%	40%
	Weighted counts	463	548	1,427	972	1,965	179	142	129	1,686
	Column Comparisons			B			a c D			
	% within column	63%	66%	56%	66%	61%	51%	58%	62%	60%
No	Weighted counts	803	1,058	1,797	1,886	3,105	183	197	212	2,587
	Column Comparisons	A b	A B		A	b		b	B	
	% within column									
	Weighted counts	911	1,146	2,251	2,130	2,769	567	541	525	2,881
Effective Column n										
Unweighted base		1,260	1,585	3,113	2,946	3,829	784	748	726	3,985
Weighted base		1,266	1,606	3,223	2,858	5,070	362	340	340	4,273
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6087; Base: All respondents

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

		QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive						
		This is a negative to me	This is not important to me – don't mind if not offered	This is a 'nice to have', but I can live without it being offered	This is a 'great to have' – makes a difference and can sway my decision	This is mandatory to me – a must have	NET: Important (T-2B)	Weighted base
Guarantee that the parcel will arrive intact	% within row	0%	2%	8%	32%	57%	89%	100%
	Weighted counts	11	46	205	770	1,383	2,153	2,415
Guaranteed delivery to my door	% within row	0%	2%	12%	40%	46%	86%	100%
	Weighted counts	10	50	279	974	1,102	2,076	2,415
Free delivery	% within row	0%	3%	17%	56%	24%	80%	100%
	Weighted counts	12	66	405	1,345	587	1,932	2,415
Guarantee that the parcel will arrive on time	% within row	0%	3%	16%	46%	35%	81%	100%
	Weighted counts	11	61	396	1,099	848	1,947	2,415
Low cost	% within row	1%	3%	17%	46%	34%	80%	100%
	Weighted counts	22	69	402	1,109	813	1,922	2,415
Proof and details of delivery receipt sent to me if someone else receives it	% within row	1%	4%	18%	41%	37%	78%	100%
	Weighted counts	21	86	434	984	890	1,874	2,415
Convenient options for me to accept the delivery	% within row	0%	3%	20%	52%	25%	77%	100%
	Weighted counts	12	61	488	1,245	610	1,855	2,415
Option to reschedule if I am unable to take the delivery	% within row	1%	5%	20%	46%	28%	74%	100%
	Weighted counts	15	114	494	1,122	669	1,792	2,415
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	% within row	3%	4%	18%	48%	27%	75%	100%
	Weighted counts	64	104	435	1,165	647	1,812	2,415
Fast delivery	% within row	1%	4%	20%	49%	27%	75%	100%
	Weighted counts	15	94	483	1,179	644	1,823	2,415
Proof of postage/dispatch	% within row	1%	4%	21%	41%	34%	74%	100%
	Weighted counts	17	90	515	981	812	1,794	2,415

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

		QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive						
		This is a negative to me	This is not important to me – don't mind if not offered	This is a 'nice to have' , but I can live without it being offered	This is a 'great to have' – makes a difference and can sway my decision	This is mandatory to me – a must have	NET: Important (T-2B)	Weighted base
Ability to track the delivery	% within row	1%	4%	21%	46%	29%	74%	100%
	Weighted counts	19	99	504	1,099	693	1,792	2,415
Availability of nearby collection points in case of failed delivery	% within row	3%	7%	22%	45%	24%	69%	100%
	Weighted counts	70	159	523	1,093	571	1,663	2,415
Ability to select a specific date/time for delivery	% within row	0%	6%	24%	49%	20%	69%	100%
	Weighted counts	10	148	579	1,187	491	1,678	2,415
Ability to provide a specific time slot or SMS notification of delivery time	% within row	1%	8%	26%	48%	18%	66%	100%
	Weighted counts	17	188	627	1,153	431	1,584	2,415
Ability to choose an express or next day service	% within row	1%	8%	28%	45%	19%	64%	100%
	Weighted counts	23	182	669	1,083	459	1,541	2,415
Ability to select an evening/weekend delivery	% within row	1%	13%	27%	41%	17%	58%	100%
	Weighted counts	27	322	659	997	410	1,408	2,415
Inclusion of insurance	% within row	2%	13%	32%	39%	14%	53%	100%
	Weighted counts	53	315	771	930	346	1,276	2,415

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	1%	2%	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%
	Weighted counts	22	11	11	2	4	7	10	11	11	6	6	4	1
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	3%	4%	2%	3%	4%	3%	1%	5%	1%	2%	3%	3%	3%
	Weighted counts	69	30	39	19	24	17	8	52	17	9	30	22	7
	Column Comparisons	-							B					
This is a 'nice to have', but I can live without it being offered	% within column	17%	16%	17%	15%	20%	16%	16%	21%	12%	16%	17%	17%	16%
	Weighted counts	402	124	278	91	120	100	91	245	157	67	154	126	35
	Column Comparisons	-							B					
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	43%	47%	47%	42%	46%	50%	44%	48%	44%	47%	44%	50%
	Weighted counts	1,109	327	782	281	256	294	277	503	606	184	440	322	111
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	34%	35%	33%	35%	34%	35%	31%	29%	38%	37%	32%	35%	31%
	Weighted counts	813	265	548	208	207	225	173	339	474	157	297	259	69
	Column Comparisons	-								A				
NET: Important (T2B)	% within column	80%	78%	80%	81%	76%	81%	80%	73%	85%	81%	79%	79%	81%
	Weighted counts	1,922	593	1,329	489	464	518	450	842	1,080	341	737	582	180
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Age	SEG				Working status		UK nation				Rurality	
				75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost			4%	1%	1%	2%	0%	1%	1%	1%	0%	0%	0%	1%	1%
This is a negative to me	% within column	4	5	7	8	2	14	8	22	0	0	0	15	7	
	Weighted counts														
	Column Comparisons	b c													
This is not important to me – don't mind if not offered	% within column	1%	4%	2%	2%	3%	3%	2%	3%	2%	2%	2%	3%	3%	
	Weighted counts	1	26	17	9	17	48	21	61	3	2	3	46	22	
	Column Comparisons														
This is a 'nice to have', but I can live without it being offered	% within column	19%	18%	18%	16%	14%	18%	15%	17%	19%	13%	15%	17%	16%	
	Weighted counts	20	112	140	72	78	257	143	329	34	19	20	290	112	
	Column Comparisons														
This is a 'great to have' – makes a difference and can sway my decision	% within column	47%	50%	43%	46%	44%	46%	46%	45%	48%	47%	53%	45%	47%	
	Weighted counts	51	314	338	214	243	660	443	888	86	67	68	766	339	
	Column Comparisons														
This is mandatory to me – a must have	% within column	29%	27%	36%	35%	38%	31%	37%	34%	31%	38%	30%	34%	34%	
	Weighted counts	31	169	276	160	207	449	357	666	55	54	38	569	243	
	Column Comparisons			a	a	a		a							
NET: Important (T2B)	% within column	76%	77%	79%	81%	82%	78%	82%	79%	79%	85%	82%	79%	80%	
	Weighted counts	83	483	614	374	451	1,108	799	1,554	141	121	106	1,336	582	
	Column Comparisons							a							
Effective Column n	% within column														
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627	
	Column Comparisons														
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867	
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724	
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		% within column	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%
This is a negative to me		Weighted counts	12	2	10	2	5	2	9	3	1	7	2	2
		Column Comparisons	-											
		% within column	3%	4%	2%	2%	4%	2%	4%	2%	3%	3%	3%	1%
This is not important to me – don't mind if not offered		Weighted counts	66	28	38	12	27	12	41	25	11	27	21	3
		Column Comparisons	-						b					
		% within column	17%	16%	17%	17%	18%	16%	19%	15%	14%	18%	17%	16%
This is a 'nice to have', but I can live without it being offered		Weighted counts	405	120	286	99	109	100	222	184	61	169	125	36
		Column Comparisons	-						b					
		% within column	56%	49%	59%	56%	51%	61%	54%	57%	52%	56%	56%	58%
This is a 'great to have' – makes a difference and can sway my decision		Weighted counts	1,345	368	977	338	310	390	623	722	221	518	407	131
		Column Comparisons	-		A		b							
		% within column	24%	32%	21%	25%	26%	22%	22%	26%	30%	22%	24%	23%
This is mandatory to me – a must have		Weighted counts	587	241	347	150	162	138	255	332	128	207	178	52
		Column Comparisons	-	B					a					
		% within column	80%	80%	80%	81%	77%	82%	76%	83%	83%	78%	80%	82%
NET: Important (T2B)		Weighted counts	1,932	608	1,323	488	472	529	878	1,054	349	725	585	183
		Column Comparisons	-							A				
		% within column												
Effective Column n		Weighted counts	1,859	381	1,478	477	484	481	836	1,023	290	678	591	204
		Column Comparisons												
Unweighted base			2,571	527	2,044	660	669	665	1,156	1,415	401	938	817	282
Weighted base			2,415	758	1,657	601	612	642	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		% within column	0%	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%
This is a negative to me		Weighted counts	0	3	3	3	2	6	6	11	0	0	11	1
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	4%	2%	3%	3%	2%	3%	2%	3%	2%	3%	3%	3%
		Weighted counts	4	15	22	16	14	40	22	57	3	4	44	21
		Column Comparisons												
This is a 'nice to have', but I can live without it being offered		% within column	13%	21%	16%	13%	16%	18%	14%	17%	18%	16%	17%	16%
		Weighted counts	14	130	127	59	90	262	140	330	32	23	292	113
		Column Comparisons		c				b						
This is a 'great to have' – makes a difference and can sway my decision		% within column	62%	56%	56%	57%	53%	55%	58%	55%	61%	56%	63%	54%
		Weighted counts	68	351	438	264	292	780	559	1,073	110	80	911	431
		Column Comparisons												a
This is mandatory to me – a must have		% within column	21%	20%	24%	26%	27%	24%	25%	25%	19%	25%	19%	25%
		Weighted counts	22	127	189	121	151	339	245	494	34	35	429	158
		Column Comparisons												
NET: Important (T2B)		% within column	83%	76%	81%	83%	81%	78%	83%	80%	80%	81%	82%	79%
		Weighted counts	90	477	627	385	443	1,118	805	1,567	143	115	1,340	589
		Column Comparisons						a						
Effective Column n		% within column												
		Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	1,229	627
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	1%	2%	3%
	Weighted counts	53	12	41	15	11	12	16	20	33	8	12	16	7
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	13%	11%	14%	12%	13%	14%	13%	13%	14%	11%	14%	12%	15%
	Weighted counts	315	86	230	69	79	91	75	144	171	48	128	85	34
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	32%	25%	35%	31%	33%	34%	30%	33%	31%	32%	29%	34%	41%
	Weighted counts	771	190	581	188	200	217	165	376	395	133	269	250	91
	Column Comparisons	-		A										b e
This is a 'great to have' – makes a difference and can sway my decision	% within column	39%	43%	36%	40%	39%	37%	39%	38%	39%	40%	41%	37%	31%
	Weighted counts	930	327	604	238	237	235	219	435	496	168	384	270	69
	Column Comparisons	-	b											
This is mandatory to me – a must have	% within column	14%	19%	12%	15%	14%	14%	15%	15%	13%	15%	15%	15%	10%
	Weighted counts	346	144	202	90	84	87	84	175	170	64	135	113	23
	Column Comparisons	-	B											
NET: Important (T2B)	% within column	53%	62%	49%	55%	53%	50%	54%	53%	53%	55%	56%	52%	41%
	Weighted counts	1,276	470	806	329	322	322	303	610	666	232	518	382	91
	Column Comparisons	-	B								d	d	d	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG			Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance		% within column	8%	3%	2%	2%	2%	3%	2%	2%	3%	1%	2%	3%
This is a negative to me	Weighted counts	9	16	13	12	12	26	26	45	3	4	1	33	20
	Column Comparisons	a	B	c										
	% within column	18%	15%	13%	11%	14%	13%	14%	13%	14%	15%	9%	12%	15%
This is not important to me – don't mind if not offered	Weighted counts	20	92	98	49	77	182	132	258	24	21	12	203	111
	Column Comparisons													a
	% within column	26%	33%	34%	27%	31%	31%	32%	31%	34%	30%	38%	32%	31%
This is a 'nice to have', but I can live without it being offered	Weighted counts	28	208	266	127	170	449	315	618	61	43	49	546	223
	Column Comparisons													
	% within column	37%	34%	42%	40%	37%	39%	38%	38%	38%	42%	43%	38%	39%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	40	216	326	186	203	558	368	748	68	59	55	644	283
	Column Comparisons													
	% within column	11%	15%	10%	19%	16%	15%	14%	15%	12%	11%	9%	15%	12%
This is mandatory to me – a must have	Weighted counts	12	95	76	90	85	212	132	296	22	16	12	260	86
	Column Comparisons		b		B	b							b	
	% within column	48%	50%	52%	59%	53%	54%	51%	53%	51%	53%	52%	54%	51%
NET: Important (T2B)	Weighted counts	52	311	401	275	289	770	500	1,044	90	75	67	904	369
	Column Comparisons				a									
	% within column													
Effective Column n	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
	% within column													
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686
Columns			E	A	B	C	D	A	B	A	B	C	D	A
														B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time	% within column	0%	0%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%
	Weighted counts	11	0	11	4	3	1	3	6	5	4	5	1	1
	Column Comparisons	-												
This is a negative to me	% within column	3%	2%	3%	3%	4%	1%	2%	3%	2%	2%	2%	3%	2%
	Weighted counts	61	18	43	17	24	8	11	36	25	9	22	23	5
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	16%	11%	19%	15%	19%	16%	16%	22%	12%	16%	18%	13%	20%
	Weighted counts	396	83	313	89	119	101	88	247	149	66	163	96	45
	Column Comparisons	-		A					B					
This is a 'nice to have', but I can live without it being offered	% within column	46%	48%	44%	48%	43%	48%	43%	43%	47%	41%	45%	46%	49%
	Weighted counts	1,099	362	737	290	263	306	240	499	600	175	419	335	110
	Column Comparisons	-												
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	39%	33%	34%	33%	35%	39%	31%	38%	40%	34%	38%	28%
	Weighted counts	848	295	553	202	203	226	218	362	486	168	320	279	64
	Column Comparisons	-	b							a	d E	e	d E	e
NET: Important (T2B)	% within column	81%	87%	78%	82%	76%	83%	82%	75%	86%	81%	80%	84%	77%
	Weighted counts	1,947	657	1,290	491	466	532	458	861	1,086	343	738	614	173
	Column Comparisons	-	B							A				
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time		% within column	0%	1%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%
This is a negative to me		Weighted counts	0	3	5	1	5	4	10	0	1	0	8	1
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	2%	3%	2%	3%	3%	2%	3%	1%	3%	2%	2%	4%
		Weighted counts	2	18	15	14	39	22	53	1	4	3	36	25
		Column Comparisons												
This is a 'nice to have', but I can live without it being offered		% within column	25%	19%	16%	14%	15%	18%	17%	15%	15%	12%	16%	17%
		Weighted counts	27	118	124	66	219	173	332	27	21	16	273	121
		Column Comparisons	c											
This is a 'great to have' – makes a difference and can sway my decision		% within column	56%	45%	46%	44%	45%	47%	45%	47%	43%	54%	46%	45%
		Weighted counts	61	284	361	205	639	455	884	84	62	70	774	325
		Column Comparisons												
This is mandatory to me – a must have		% within column	17%	32%	35%	38%	37%	33%	35%	37%	39%	31%	35%	35%
		Weighted counts	19	202	273	177	525	318	687	66	55	40	596	251
		Column Comparisons												
NET: Important (T2B)		% within column	73%	78%	82%	82%	81%	82%	80%	80%	82%	85%	81%	80%
		Weighted counts	79	486	635	382	1,164	773	1,570	151	117	110	1,370	576
		Column Comparisons												
Effective Column n		% within column												
		Weighted counts	96	479	595	361	1,069	781	1,123	286	236	213	1,229	627
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	19	4	15	3	4	5	7	9	10	5	6	5	1
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	4%	4%	4%	5%	5%	3%	4%	5%	3%	3%	5%	4%	2%
	Weighted counts	99	29	70	28	30	18	23	58	41	15	42	31	4
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	21%	15%	23%	19%	24%	20%	20%	21%	21%	21%	19%	19%	28%
	Weighted counts	504	115	389	116	149	130	109	238	267	90	176	142	63
	Column Comparisons	-		A										b c
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	43%	47%	47%	42%	47%	45%	46%	45%	41%	46%	46%	50%
	Weighted counts	1,099	328	771	285	258	304	252	530	570	174	428	335	112
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	29%	37%	25%	28%	28%	29%	30%	27%	30%	33%	30%	30%	19%
	Weighted counts	693	281	412	169	171	185	168	316	377	140	275	220	43
	Column Comparisons	-	B								d E	d e	d e	
NET: Important (T2B)	% within column	74%	80%	71%	75%	70%	76%	75%	74%	75%	74%	76%	76%	69%
	Weighted counts	1,792	610	1,183	453	429	489	420	845	947	313	703	555	155
	Column Comparisons	-	B									e	e	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	2%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	0%
	Weighted counts	3	8	4	5	2	9	10	17	1	1	0	17	3
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	6%	3%	4%	4%	5%	4%	4%	4%	2%	3%	2%	4%	5%
	Weighted counts	7	21	34	18	26	59	38	88	3	5	3	63	34
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	31%	25%	20%	14%	23%	18%	26%	21%	20%	19%	18%	19%	24%
	Weighted counts	33	158	154	65	127	252	248	420	35	27	23	327	177
	Column Comparisons	b c	C	c		c		A						a
This is a 'great to have' – makes a difference and can sway my decision	% within column	47%	41%	47%	50%	45%	47%	44%	45%	51%	46%	50%	46%	45%
	Weighted counts	51	256	362	233	248	664	429	879	90	65	65	770	328
	Column Comparisons				a									
This is mandatory to me – a must have	% within column	14%	29%	29%	31%	26%	31%	25%	29%	27%	32%	30%	30%	25%
	Weighted counts	15	183	224	142	144	442	247	561	49	45	38	509	182
	Column Comparisons						b						b	
NET: Important (T2B)	% within column	61%	70%	75%	81%	72%	78%	70%	73%	78%	78%	80%	76%	70%
	Weighted counts	66	439	586	375	393	1,106	676	1,440	139	110	103	1,280	510
	Column Comparisons				A d		B						b	
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	0%	2%
	Weighted counts	23	0	23	5	5	3	10	13	10	4	7	2	4
	Column Comparisons	-		a										
This is not important to me – don't mind if not offered	% within column	8%	3%	10%	7%	9%	7%	7%	9%	7%	7%	6%	9%	10%
	Weighted counts	182	22	160	43	57	43	40	98	84	29	56	64	23
	Column Comparisons	-		A										
This is a 'nice to have', but I can live without it being offered	% within column	28%	18%	32%	27%	29%	30%	25%	28%	27%	26%	25%	27%	38%
	Weighted counts	669	133	536	160	179	190	140	327	343	109	233	197	84
	Column Comparisons	-		A										a b c
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	52%	42%	46%	41%	46%	47%	44%	46%	46%	48%	44%	38%
	Weighted counts	1,083	394	689	276	248	296	262	501	581	193	443	322	85
	Column Comparisons	-	B											
This is mandatory to me – a must have	% within column	19%	28%	15%	20%	20%	17%	19%	18%	20%	21%	20%	20%	12%
	Weighted counts	459	210	249	117	124	110	107	211	248	87	187	149	28
	Column Comparisons	-	B								d e	d e	d e	
NET: Important (T2B)	% within column	64%	80%	57%	65%	61%	63%	66%	62%	66%	66%	68%	64%	50%
	Weighted counts	1,541	603	938	393	372	406	370	712	829	280	631	470	112
	Column Comparisons	-	B								D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		% within column	4%	2%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%
This is a negative to me		Weighted counts	5	10	4	5	3	9	13	22	1	0	16	6
		Column Comparisons	b C											
This is not important to me – don't mind if not offered		% within column	8%	6%	8%	7%	8%	6%	9%	8%	6%	8%	7%	8%
		Weighted counts	9	40	64	32	46	92	89	153	10	12	7	61
		Column Comparisons						a						
This is a 'nice to have', but I can live without it being offered		% within column	43%	26%	30%	25%	29%	25%	32%	28%	25%	24%	24%	30%
		Weighted counts	47	164	233	114	158	351	313	559	44	35	32	214
		Column Comparisons	a b c					A						
This is a 'great to have' – makes a difference and can sway my decision		% within column	37%	48%	44%	46%	42%	48%	40%	43%	51%	51%	52%	44%
		Weighted counts	40	299	339	213	231	683	392	853	91	72	67	320
		Column Comparisons						b						
This is mandatory to me – a must have		% within column	7%	18%	18%	21%	20%	20%	17%	19%	19%	17%	18%	17%
		Weighted counts	8	112	138	98	110	292	165	378	33	24	23	122
		Column Comparisons												
NET: Important (T2B)		% within column	44%	66%	61%	67%	62%	68%	57%	63%	69%	67%	70%	65%
		Weighted counts	48	411	477	311	342	975	557	1,232	124	96	90	443
		Column Comparisons						B						
Effective Column n		% within column												
		Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	627
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	867
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	724
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%
	Weighted counts	10	1	9	1	2	3	4	7	3	5	3	1	1
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	6%	3%	8%	8%	5%	6%	6%	7%	5%	6%	5%	7%	8%
	Weighted counts	148	20	128	47	28	40	34	84	64	26	46	50	18
	Column Comparisons	-		A					b					
This is a 'nice to have', but I can live without it being offered	% within column	24%	17%	27%	26%	25%	23%	22%	27%	21%	21%	23%	22%	31%
	Weighted counts	579	130	449	158	154	145	122	315	264	89	215	164	69
	Column Comparisons	-		A					b					a c
This is a 'great to have' – makes a difference and can sway my decision	% within column	49%	53%	47%	44%	50%	52%	50%	46%	52%	48%	50%	50%	47%
	Weighted counts	1,187	405	782	266	306	335	281	532	655	202	466	364	105
	Column Comparisons	-	b						a					
This is mandatory to me – a must have	% within column	20%	27%	17%	22%	20%	19%	21%	18%	22%	24%	21%	21%	14%
	Weighted counts	491	202	289	129	122	120	119	212	279	100	197	154	31
	Column Comparisons	-	B								d e	e	e	
NET: Important (T2B)	% within column	69%	80%	65%	66%	70%	71%	72%	65%	74%	71%	72%	71%	61%
	Weighted counts	1,678	607	1,071	395	428	455	400	744	934	302	663	518	136
	Column Comparisons	-	B						A		d e	d e	d e	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
Unweighted base	Column Comparisons													
	Weighted counts	2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base	Column Comparisons													
	Weighted counts	2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	1%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%
	Weighted counts	1	3	3	3	1	4	5	9	0	1	0	6	3
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	7%	4%	7%	5%	7%	5%	8%	6%	6%	4%	5%	6%	7%
	Weighted counts	8	28	54	25	41	73	75	126	10	6	6	98	48
	Column Comparisons							a						
This is a 'nice to have', but I can live without it being offered	% within column	38%	26%	25%	20%	23%	23%	26%	24%	22%	26%	23%	24%	25%
	Weighted counts	41	162	196	93	128	324	252	474	40	36	29	399	181
	Column Comparisons	a b c												
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	50%	49%	50%	48%	51%	46%	48%	52%	53%	56%	49%	50%
	Weighted counts	49	311	383	230	263	728	447	946	94	75	72	819	365
	Column Comparisons						b							
This is mandatory to me – a must have	% within column	9%	20%	18%	24%	21%	21%	20%	21%	20%	17%	16%	22%	17%
	Weighted counts	9	123	142	111	115	297	193	410	35	24	21	363	126
	Column Comparisons												b	
NET: Important (T2B)	% within column	54%	69%	67%	74%	69%	72%	66%	69%	72%	70%	72%	70%	68%
	Weighted counts	59	434	525	341	378	1,025	640	1,357	129	99	93	1,183	491
	Column Comparisons						b							
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	15	5	10	9	3	1	3	9	6	1	11	1	2
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	4%	2%	5%	4%	3%	4%	4%	5%	3%	4%	4%	3%	5%
	Weighted counts	94	15	78	23	21	26	24	57	37	16	41	21	11
	Column Comparisons	-		a					b					
This is a 'nice to have', but I can live without it being offered	% within column	20%	11%	24%	18%	25%	20%	18%	21%	19%	16%	17%	22%	26%
	Weighted counts	483	85	398	107	150	128	98	247	237	69	154	161	58
	Column Comparisons	-		A		a d							b	a b
This is a 'great to have' – makes a difference and can sway my decision	% within column	49%	50%	48%	50%	45%	50%	50%	50%	48%	47%	51%	48%	52%
	Weighted counts	1,179	380	799	299	278	323	279	572	607	197	472	351	115
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	27%	36%	22%	27%	26%	26%	28%	23%	30%	33%	27%	27%	17%
	Weighted counts	644	272	372	163	160	165	156	266	378	140	250	200	37
	Column Comparisons	-	B							a	D e	d	d e	
NET: Important (T2B)	% within column	75%	86%	71%	77%	72%	76%	78%	73%	78%	80%	78%	75%	68%
	Weighted counts	1,823	652	1,171	462	438	488	435	838	985	337	722	550	153
	Column Comparisons	-	B							a	d E	d E	E	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	1%	0%	1%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%
	Weighted counts	1	1	7	3	4	7	8	15	0	0	0	12	4
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	5%	4%	3%	4%	5%	4%	4%	4%	2%	3%	3%	4%	5%
	Weighted counts	6	26	22	18	28	56	36	83	3	4	3	61	33
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	38%	22%	21%	16%	20%	17%	24%	20%	20%	19%	16%	19%	22%
	Weighted counts	41	138	160	75	110	248	233	399	36	28	21	323	161
	Column Comparisons	A B c d						A						
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	50%	50%	50%	45%	51%	46%	48%	54%	52%	55%	48%	50%
	Weighted counts	44	311	390	231	246	724	449	939	96	74	71	816	360
	Column Comparisons													
This is mandatory to me – a must have	% within column	16%	24%	26%	29%	29%	27%	25%	27%	24%	26%	27%	28%	23%
	Weighted counts	17	149	200	135	160	392	246	530	43	37	34	475	167
	Column Comparisons												b	
NET: Important (T2B)	% within column	56%	74%	76%	79%	74%	78%	72%	75%	78%	78%	81%	77%	73%
	Weighted counts	61	461	589	366	406	1,115	696	1,469	139	111	105	1,291	527
	Column Comparisons						b							
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	0%	0%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	0%
	Weighted counts	12	3	8	3	5	1	3	5	6	3	4	4	1
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	3%	2%	3%	3%	3%	2%	2%	3%	2%	4%	2%	2%	3%
	Weighted counts	61	12	49	20	17	13	10	37	23	17	20	13	7
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	20%	17%	22%	19%	20%	21%	20%	23%	17%	19%	19%	19%	27%
	Weighted counts	488	125	362	116	125	137	110	268	219	81	176	136	60
	Column Comparisons	-		a					b					b c
This is a 'great to have' – makes a difference and can sway my decision	% within column	52%	53%	51%	50%	48%	54%	54%	50%	53%	51%	53%	49%	53%
	Weighted counts	1,245	398	847	303	295	348	300	574	671	214	494	360	119
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	25%	29%	24%	26%	28%	22%	24%	23%	27%	25%	25%	30%	16%
	Weighted counts	610	219	391	159	171	144	136	265	345	107	234	220	37
	Column Comparisons	-	b							a	d e	d e	D E	
NET: Important (T2B)	% within column	77%	81%	75%	77%	76%	77%	78%	73%	80%	76%	78%	79%	70%
	Weighted counts	1,855	618	1,238	462	466	492	436	839	1,016	321	728	580	156
	Column Comparisons	-	b							A		d e	d e	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%
	Weighted counts	1	4	4	2	1	6	4	10	0	1	0	9	2
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	3%	2%	3%	2%	2%	2%	3%	3%	1%	4%	1%	3%	2%
	Weighted counts	3	16	23	9	13	34	26	53	1	6	1	47	14
	Column Comparisons										b d			
This is a 'nice to have', but I can live without it being offered	% within column	31%	22%	20%	17%	22%	18%	23%	20%	20%	18%	19%	20%	20%
	Weighted counts	34	135	156	77	119	260	223	402	35	26	24	339	147
	Column Comparisons	a b c						a						
This is a 'great to have' – makes a difference and can sway my decision	% within column	53%	52%	51%	54%	51%	53%	50%	51%	55%	53%	57%	50%	56%
	Weighted counts	57	324	395	249	278	752	487	997	99	76	73	835	406
	Column Comparisons													a
This is mandatory to me – a must have	% within column	12%	23%	26%	27%	25%	26%	24%	26%	24%	23%	24%	27%	21%
	Weighted counts	13	147	201	126	136	375	232	503	43	33	31	455	155
	Column Comparisons												b	
NET: Important (T2B)	% within column	65%	75%	77%	81%	76%	79%	74%	76%	80%	76%	81%	77%	77%
	Weighted counts	71	471	595	375	414	1,127	719	1,500	142	109	104	1,291	561
	Column Comparisons						b							
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%
	Weighted counts	11	1	10	3	1	2	5	8	3	3	4	2	1
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	2%	1%	3%	2%	2%	1%	2%	2%	1%	3%	3%	0%	1%
	Weighted counts	46	4	42	13	14	8	11	28	18	12	30	1	2
	Column Comparisons	-		a							c	C		
This is a 'nice to have', but I can live without it being offered	% within column	8%	7%	9%	9%	11%	8%	6%	10%	7%	8%	10%	6%	8%
	Weighted counts	205	50	154	53	69	50	34	120	85	33	94	45	17
	Column Comparisons	-				d			b					
This is a 'great to have' – makes a difference and can sway my decision	% within column	32%	36%	30%	32%	35%	29%	32%	31%	32%	32%	30%	34%	31%
	Weighted counts	770	270	501	193	213	184	181	359	411	137	282	246	69
	Column Comparisons	-	b											
This is mandatory to me – a must have	% within column	57%	57%	57%	57%	51%	62%	59%	55%	59%	56%	56%	60%	60%
	Weighted counts	1,383	433	950	340	315	399	329	634	749	237	518	438	134
	Column Comparisons	-					b							
NET: Important (T2B)	% within column	89%	93%	88%	89%	86%	91%	91%	86%	92%	89%	86%	93%	91%
	Weighted counts	2,153	703	1,451	533	528	582	510	993	1,160	374	799	684	203
	Column Comparisons	-	B							A			a B e	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	0	6	1	2	2	7	4	10	0	1	0	8	3
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	1%	2%	2%	1%	2%	2%	1%	2%	1%	2%	0%	2%	2%
	Weighted counts	1	12	17	7	10	31	11	42	1	3	0	32	12
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	14%	10%	7%	8%	9%	9%	8%	9%	7%	6%	6%	9%	8%
	Weighted counts	15	63	55	38	48	130	74	176	13	9	7	144	60
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	31%	31%	34%	33%	31%	32%	32%	30%	32%	36%	32%	33%
	Weighted counts	36	196	239	157	179	449	316	626	53	46	46	535	235
	Column Comparisons													
This is mandatory to me – a must have	% within column	51%	56%	60%	56%	56%	57%	58%	57%	63%	59%	58%	57%	57%
	Weighted counts	56	349	466	259	309	810	568	1,112	112	84	75	967	415
	Column Comparisons													
NET: Important (T2B)	% within column	85%	87%	91%	90%	89%	88%	91%	88%	92%	91%	94%	89%	90%
	Weighted counts	92	545	705	415	488	1,259	884	1,738	165	129	121	1,502	650
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	4%	
	Weighted counts	27	2	25	9	5	8	6	13	14	6	4	2	9	
	Column Comparisons	-		a										B C	
This is not important to me – don't mind if not offered	% within column	13%	8%	16%	16%	14%	14%	9%	14%	13%	11%	9%	15%	22%	
	Weighted counts	322	59	263	95	85	93	49	163	158	45	82	109	50	
	Column Comparisons	-		A	d	d	d						b	A B c	
This is a 'nice to have', but I can live without it being offered	% within column	27%	20%	30%	27%	26%	28%	28%	30%	25%	28%	27%	26%	31%	
	Weighted counts	659	153	505	162	159	180	158	340	319	118	251	188	70	
	Column Comparisons	-		A					b						
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	47%	39%	38%	41%	41%	45%	40%	42%	40%	44%	42%	34%	
	Weighted counts	997	353	644	227	250	266	254	465	532	170	411	309	76	
	Column Comparisons	-	b												
This is mandatory to me – a must have	% within column	17%	25%	13%	18%	18%	15%	17%	15%	19%	20%	19%	17%	8%	
	Weighted counts	410	191	219	109	113	96	93	169	241	83	180	126	19	
	Column Comparisons	-	B							a	d E	d E	d E		
NET: Important (T2B)	% within column	58%	72%	52%	56%	59%	56%	62%	55%	61%	60%	64%	59%	42%	
	Weighted counts	1,408	544	864	336	363	362	347	634	774	253	591	434	94	
	Column Comparisons	-	B							a	D E	D E	D E		
Effective Column n	% within column														
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204	
Column Comparisons															
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282	
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics												
			Age	SEG			Working status		UK nation			Rurality			
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column		6%	1%	1%	2%	0%	1%	2%	1%	0%	1%	1%	1%	2%
	Weighted counts		7	6	9	10	2	9	18	24	1	1	1	16	11
	Column Comparisons		a B C						a						
This is not important to me – don't mind if not offered	% within column		32%	14%	13%	13%	14%	10%	18%	14%	12%	13%	7%	12%	17%
	Weighted counts		35	87	99	58	78	145	175	273	21	19	10	199	121
	Column Comparisons		A B C						A						a
This is a 'nice to have', but I can live without it being offered	% within column		29%	28%	29%	20%	29%	25%	30%	27%	28%	30%	26%	28%	26%
	Weighted counts		32	175	229	94	161	362	290	532	50	43	34	469	187
	Column Comparisons			c	c		c		a						
This is a 'great to have' – makes a difference and can sway my decision	% within column		29%	41%	40%	46%	39%	44%	37%	40%	44%	41%	50%	42%	41%
	Weighted counts		32	259	312	212	215	630	362	795	79	58	65	700	295
	Column Comparisons							b							
This is mandatory to me – a must have	% within column		3%	16%	17%	19%	17%	20%	13%	17%	16%	15%	15%	18%	15%
	Weighted counts		3	99	130	87	94	282	127	342	28	21	19	301	109
	Column Comparisons							B							
NET: Important (T2B)	% within column		32%	57%	57%	65%	56%	64%	50%	58%	60%	56%	65%	59%	56%
	Weighted counts		35	358	442	300	308	912	489	1,137	108	79	84	1,001	405
	Column Comparisons					b d		B							
Effective Column n	% within column														
	Weighted counts		96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons														
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	1%	0%	1%	0%	0%	1%	2%	1%	1%	1%	1%	0%	0%
	Weighted counts	17	1	16	1	3	3	9	10	6	6	6	2	1
	Column Comparisons	-		a										
This is not important to me – don't mind if not offered	% within column	4%	3%	4%	4%	4%	3%	5%	4%	3%	3%	4%	4%	2%
	Weighted counts	90	24	65	22	23	18	26	48	41	13	38	29	4
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	21%	18%	23%	23%	23%	23%	17%	23%	19%	19%	22%	20%	25%
	Weighted counts	515	135	381	140	138	145	93	269	246	81	200	143	56
	Column Comparisons	-		a	d	d	d		b					
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	38%	42%	40%	41%	43%	38%	41%	40%	38%	40%	41%	46%
	Weighted counts	981	290	691	240	250	277	215	470	511	159	371	303	102
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	34%	41%	30%	33%	32%	31%	39%	31%	36%	39%	34%	35%	27%
	Weighted counts	812	308	504	198	198	199	217	353	460	164	311	256	61
	Column Comparisons	-	B							a	d E	e	e	
NET: Important (T2B)	% within column	74%	79%	72%	73%	73%	74%	77%	72%	77%	76%	74%	76%	73%
	Weighted counts	1,794	598	1,195	438	448	476	432	823	971	323	683	559	163
	Column Comparisons	-	b							a	e	e	e	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
Unweighted base	Column Comparisons													
		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		% within column	2%	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%
This is a negative to me		Weighted counts	2	9	2	3	2	7	8	15	1	0	12	4
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	4%	4%	3%	4%	4%	3%	4%	2%	2%	1%	3%	5%
		Weighted counts	5	25	23	18	24	59	29	81	4	2	55	33
		Column Comparisons												
This is a 'nice to have', but I can live without it being offered		% within column	33%	25%	23%	15%	21%	20%	22%	23%	19%	18%	21%	22%
		Weighted counts	36	154	176	72	114	288	226	424	40	28	356	158
		Column Comparisons	a c	c	c									
This is a 'great to have' – makes a difference and can sway my decision		% within column	43%	42%	40%	42%	38%	42%	39%	40%	45%	42%	40%	43%
		Weighted counts	46	264	315	192	210	592	381	781	81	60	667	312
		Column Comparisons												
This is mandatory to me – a must have		% within column	18%	28%	34%	38%	36%	34%	34%	30%	36%	34%	35%	30%
		Weighted counts	19	174	263	178	197	481	329	664	53	51	596	216
		Column Comparisons				a	a						b	
NET: Important (T2B)		% within column	61%	70%	74%	80%	74%	75%	73%	74%	75%	78%	80%	75%
		Weighted counts	66	438	578	370	408	1,073	709	1,445	134	111	1,263	529
		Column Comparisons				a								
Effective Column n		% within column												
		Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	1,229	627
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	1,700	867
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	1,686	724
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is a negative to me	% within column	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%
	Weighted counts	10	1	9	1	3	2	3	5	4	3	4	1	1
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	2%	1%	3%	2%	2%	1%	3%	3%	1%	2%	3%	1%	3%
	Weighted counts	50	8	42	15	11	8	16	34	16	7	25	11	6
	Column Comparisons	-		a					b					
This is a 'nice to have', but I can live without it being offered	% within column	12%	6%	14%	12%	12%	9%	13%	15%	9%	14%	13%	9%	11%
	Weighted counts	279	48	231	75	72	61	72	168	111	58	117	66	24
	Column Comparisons	-		A					B					
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	39%	41%	39%	44%	42%	37%	41%	40%	40%	39%	40%	44%
	Weighted counts	974	294	680	232	267	267	208	469	505	169	363	292	98
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	46%	54%	42%	46%	42%	47%	47%	41%	50%	44%	45%	49%	43%
	Weighted counts	1,102	407	695	279	259	303	260	474	628	185	418	362	95
	Column Comparisons	-	B						A					
NET: Important (T2B)	% within column	86%	92%	83%	85%	86%	89%	84%	82%	90%	84%	84%	89%	86%
	Weighted counts	2,076	701	1,375	510	526	571	468	942	1,133	354	781	654	193
	Column Comparisons	-	B						A					
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		% within column	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
This is a negative to me		Weighted counts	0	3	1	3	3	6	4	8	0	1	0	7
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	1%	2%	1%	3%	2%	2%	2%	0%	1%	1%	2%	2%
		Weighted counts	1	15	10	12	12	34	16	47	1	2	1	35
		Column Comparisons												
This is a 'nice to have', but I can live without it being offered		% within column	12%	13%	12%	10%	12%	11%	12%	8%	10%	8%	12%	11%
		Weighted counts	13	81	91	45	63	170	104	240	14	15	10	200
		Column Comparisons												
This is a 'great to have' – makes a difference and can sway my decision		% within column	48%	44%	42%	40%	34%	41%	40%	41%	39%	36%	44%	40%
		Weighted counts	52	274	330	184	186	581	387	797	70	51	57	678
		Column Comparisons		d	d									
This is mandatory to me – a must have		% within column	38%	40%	44%	47%	52%	45%	48%	44%	52%	52%	47%	45%
		Weighted counts	41	253	345	219	284	635	462	873	94	74	61	766
		Column Comparisons					a							
NET: Important (T2B)		% within column	86%	84%	87%	87%	86%	85%	87%	85%	91%	88%	91%	86%
		Weighted counts	94	527	676	403	470	1,216	849	1,670	163	125	118	1,444
		Column Comparisons												
Effective Column n		% within column												
		Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery	% within column	3%	1%	4%	3%	3%	3%	3%	3%	3%	2%	1%	3%	6%
	Weighted counts	70	4	65	19	15	20	16	30	39	9	12	24	13
	Column Comparisons	-		A									b	b
This is a negative to me	% within column	7%	4%	8%	7%	7%	5%	6%	7%	6%	6%	7%	5%	8%
	Weighted counts	159	33	126	43	45	34	36	82	77	27	64	37	17
	Column Comparisons	-		a										
This is not important to me – don't mind if not offered	% within column	22%	16%	24%	21%	22%	21%	23%	25%	19%	18%	20%	22%	30%
	Weighted counts	523	124	399	129	133	132	130	284	239	76	186	161	68
	Column Comparisons	-		A					b					a b c
This is a 'nice to have', but I can live without it being offered	% within column	45%	46%	45%	42%	45%	49%	45%	43%	47%	45%	47%	45%	41%
	Weighted counts	1,093	347	746	255	275	314	249	500	593	189	437	333	92
	Column Comparisons	-												
This is a 'great to have' – makes a difference and can sway my decision	% within column	24%	33%	19%	26%	23%	22%	23%	22%	25%	29%	25%	24%	15%
	Weighted counts	571	250	320	157	143	142	128	254	316	121	228	177	34
	Column Comparisons	-	B								d E	d e	d e	
NET: Important (T2B)	% within column	69%	79%	64%	68%	68%	71%	67%	66%	72%	73%	72%	70%	56%
	Weighted counts	1,663	597	1,066	411	418	457	377	754	909	310	665	511	126
	Column Comparisons	-	B						a		D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	11%	3%	3%	2%	3%	2%	4%	3%	2%	4%	2%	2%	5%
	Weighted counts	12	20	22	11	16	24	43	58	4	6	2	35	33
	Column Comparisons	A B c						A						a
This is not important to me – don't mind if not offered	% within column	12%	9%	5%	6%	7%	6%	8%	7%	4%	5%	4%	6%	9%
	Weighted counts	13	58	37	27	37	84	75	139	7	7	6	94	64
	Column Comparisons		b											a
This is a 'nice to have', but I can live without it being offered	% within column	31%	22%	21%	19%	24%	20%	24%	22%	23%	21%	19%	22%	22%
	Weighted counts	33	140	166	86	131	283	232	428	42	30	24	363	159
	Column Comparisons	a						a						
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	42%	48%	48%	44%	46%	44%	45%	50%	44%	50%	45%	47%
	Weighted counts	41	262	370	222	239	663	427	876	90	63	64	754	337
	Column Comparisons													
This is mandatory to me – a must have	% within column	9%	23%	23%	25%	23%	26%	20%	24%	20%	27%	25%	26%	18%
	Weighted counts	10	146	183	117	125	372	196	463	37	38	33	440	130
	Column Comparisons						b						B	
NET: Important (T2B)	% within column	47%	65%	71%	73%	66%	73%	64%	68%	71%	71%	75%	71%	65%
	Weighted counts	51	408	552	339	364	1,035	623	1,340	126	100	97	1,194	467
	Column Comparisons						B						b	
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery														
This is a negative to me	% within column	3%	1%	3%	3%	2%	4%	2%	3%	2%	2%	2%	3%	3%
	Weighted counts	64	8	56	16	12	25	12	38	27	8	21	24	6
	Column Comparisons	-		a										
This is not important to me – don't mind if not offered	% within column	4%	2%	5%	4%	5%	3%	5%	6%	3%	4%	5%	4%	4%
	Weighted counts	104	16	88	23	34	21	27	63	41	16	44	32	8
	Column Comparisons	-		a					b					
This is a 'nice to have', but I can live without it being offered	% within column	18%	12%	21%	19%	17%	18%	18%	21%	15%	17%	19%	16%	22%
	Weighted counts	435	88	347	114	104	117	100	245	190	73	177	115	49
	Column Comparisons	-		A					B					
This is a 'great to have' – makes a difference and can sway my decision	% within column	48%	51%	47%	47%	48%	49%	49%	47%	49%	49%	48%	47%	50%
	Weighted counts	1,165	390	775	285	291	315	273	544	621	206	449	343	113
	Column Comparisons	-												
This is mandatory to me – a must have	% within column	27%	34%	24%	27%	28%	26%	26%	23%	31%	28%	26%	30%	21%
	Weighted counts	647	256	391	163	171	165	147	260	387	120	237	220	48
	Column Comparisons	-	B						A					
NET: Important (T2B)	% within column	75%	85%	70%	75%	76%	75%	75%	70%	80%	77%	74%	77%	72%
	Weighted counts	1,812	646	1,166	448	463	480	420	804	1,008	326	686	563	161
	Column Comparisons	-	B						A					
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	5%	4%	2%	1%	4%	2%	3%	3%	2%	5%	2%	3%	2%
	Weighted counts	5	22	13	6	24	32	30	52	3	7	3	51	13
	Column Comparisons					b c								
This is not important to me – don't mind if not offered	% within column	5%	4%	4%	3%	6%	4%	4%	5%	4%	4%	2%	4%	4%
	Weighted counts	5	27	32	13	32	63	39	89	7	5	3	72	31
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	20%	18%	19%	17%	17%	18%	18%	18%	16%	19%	15%	19%	17%
	Weighted counts	21	110	151	80	93	253	178	359	29	27	19	313	122
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	50%	46%	51%	50%	46%	48%	48%	48%	54%	45%	51%	48%	49%
	Weighted counts	54	285	396	231	252	690	471	939	96	64	66	808	356
	Column Comparisons													
This is mandatory to me – a must have	% within column	21%	29%	24%	29%	27%	27%	26%	27%	24%	27%	30%	26%	28%
	Weighted counts	22	181	185	133	147	389	254	526	43	39	39	442	202
	Column Comparisons													
NET: Important (T2B)	% within column	71%	75%	75%	79%	73%	76%	75%	75%	78%	73%	81%	74%	77%
	Weighted counts	77	467	582	364	399	1,079	725	1,465	139	103	104	1,250	558
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	
This is a negative to me		Weighted counts	15	0	15	6	2	3	4	7	8	4	6	3	1
		Column Comparisons	-		a										
This is not important to me – don't mind if not offered		% within column	5%	4%	5%	5%	5%	4%	4%	6%	4%	4%	5%	3%	6%
		Weighted counts	114	33	81	31	33	27	24	66	48	16	50	25	13
		Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered		% within column	20%	19%	21%	18%	21%	20%	23%	24%	17%	23%	20%	18%	24%
		Weighted counts	494	145	349	109	126	131	128	275	219	96	188	133	55
		Column Comparisons	-						B						
This is a 'great to have' – makes a difference and can sway my decision		% within column	46%	45%	47%	46%	43%	49%	47%	45%	48%	42%	46%	49%	48%
		Weighted counts	1,122	339	783	279	266	316	261	521	602	178	423	361	107
		Column Comparisons	-												
This is mandatory to me – a must have		% within column	28%	32%	26%	29%	30%	26%	25%	24%	31%	30%	28%	29%	21%
		Weighted counts	669	241	429	176	186	165	143	282	388	128	260	211	48
		Column Comparisons	-	b						a					
NET: Important (T2B)		% within column	74%	77%	73%	76%	74%	75%	72%	70%	78%	72%	74%	78%	69%
		Weighted counts	1,792	580	1,212	455	452	481	404	803	989	306	684	573	155
		Column Comparisons	-							A					
Effective Column n		% within column													
		Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
		Column Comparisons													
Unweighted base			2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base			2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		% within column	2%	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	1%
This is a negative to me		Weighted counts	2	5	4	3	10	5	14	0	1	0	8	7
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	9%	6%	5%	4%	5%	5%	5%	4%	4%	2%	5%	5%
		Weighted counts	10	39	36	19	67	46	99	6	6	3	79	35
		Column Comparisons												
This is a 'nice to have', but I can live without it being offered		% within column	21%	20%	21%	19%	19%	22%	21%	17%	20%	17%	21%	20%
		Weighted counts	22	127	162	89	273	217	413	31	28	22	351	141
		Column Comparisons												
This is a 'great to have' – makes a difference and can sway my decision		% within column	48%	47%	45%	49%	46%	47%	46%	51%	44%	57%	46%	48%
		Weighted counts	52	296	348	225	253	673	442	895	90	63	770	351
		Column Comparisons										c		
This is mandatory to me – a must have		% within column	20%	25%	29%	27%	28%	27%	28%	29%	31%	24%	28%	26%
		Weighted counts	22	158	229	127	403	263	543	51	44	30	479	189
		Column Comparisons												
NET: Important (T2B)		% within column	68%	73%	74%	76%	75%	72%	73%	79%	76%	81%	74%	75%
		Weighted counts	74	454	577	409	1,076	704	1,438	142	108	104	1,248	540
		Column Comparisons												
Effective Column n		% within column												
		Weighted counts	96	479	595	361	423	1,069	781	1,123	286	213	1,229	627
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time	% within column	1%	0%	1%	1%	0%	0%	2%	1%	1%	1%	1%	1%	1%
	Weighted counts	17	0	17	4	2	2	8	8	9	4	6	4	2
	Column Comparisons	-		a										
This is a negative to me	% within column	8%	6%	9%	10%	6%	8%	7%	9%	7%	8%	7%	7%	14%
	Weighted counts	188	45	142	60	40	50	38	104	84	32	62	53	30
	Column Comparisons	-												b c
This is not important to me – don't mind if not offered	% within column	26%	20%	29%	26%	30%	25%	23%	30%	23%	23%	25%	27%	27%
	Weighted counts	627	149	478	157	181	162	127	341	285	99	230	198	60
	Column Comparisons	-		A					B					
This is a 'nice to have', but I can live without it being offered	% within column	48%	50%	47%	42%	44%	53%	51%	45%	50%	45%	49%	48%	47%
	Weighted counts	1,153	379	774	255	271	339	288	515	638	191	458	349	106
	Column Comparisons	-					a b	a		a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	18%	24%	15%	21%	19%	14%	18%	16%	20%	23%	19%	18%	11%
	Weighted counts	431	185	245	125	118	90	98	182	249	97	172	129	26
	Column Comparisons	-	B		c					a	d e	e	e	
This is mandatory to me – a must have	% within column	66%	74%	62%	63%	64%	67%	69%	61%	70%	68%	68%	65%	59%
	Weighted counts	1,584	564	1,020	380	389	429	386	696	887	287	630	479	132
	Column Comparisons	-	B							A	e	e	e	
NET: Important (T2B)	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is a negative to me	% within column	2%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	2	4	8	4	2	9	6	15	0	2	0	10	5
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	10%	8%	8%	9%	7%	7%	9%	8%	6%	8%	5%	7%	9%
	Weighted counts	10	49	63	40	36	98	90	160	10	12	6	126	62
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	37%	28%	24%	23%	30%	25%	27%	26%	25%	25%	28%	25%	28%
	Weighted counts	41	173	186	106	162	359	263	510	45	36	36	424	202
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	45%	49%	49%	47%	50%	45%	47%	52%	48%	53%	48%	47%
	Weighted counts	49	283	385	228	257	711	436	922	93	69	69	810	340
	Column Comparisons						b							
This is mandatory to me – a must have	% within column	7%	19%	18%	19%	17%	18%	18%	18%	17%	17%	13%	19%	16%
	Weighted counts	7	116	136	86	92	250	177	359	31	24	17	316	114
	Column Comparisons													
NET: Important (T2B)	% within column	51%	64%	67%	68%	64%	67%	63%	65%	69%	65%	67%	67%	63%
	Weighted counts	56	400	521	314	349	961	613	1,281	123	93	86	1,126	454
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229	627
	Column Comparisons													
Unweighted base		133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700	867
Weighted base		109	626	778	463	548	1,427	972	1,965	179	142	129	1,686	724
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
					Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74
		Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	2%
	Weighted counts	21	3	19	8	5	4	5	15	6	1	8	7	4
	Column Comparisons	-												
This is a negative to me	% within column	4%	3%	4%	3%	5%	3%	3%	4%	3%	5%	4%	2%	3%
	Weighted counts	86	23	63	17	31	19	20	49	37	20	40	16	7
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	18%	14%	20%	17%	18%	17%	20%	20%	16%	19%	16%	17%	20%
	Weighted counts	434	106	328	104	108	112	111	230	204	82	148	125	44
	Column Comparisons	-		a					b					
This is a 'nice to have', but I can live without it being offered	% within column	41%	45%	39%	41%	40%	39%	42%	41%	40%	40%	44%	39%	38%
	Weighted counts	984	341	643	248	247	253	237	472	512	171	411	284	84
	Column Comparisons	-	b											
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	38%	36%	38%	36%	40%	34%	33%	40%	35%	35%	41%	37%
	Weighted counts	890	285	605	226	221	255	188	384	506	148	321	301	84
	Column Comparisons	-								a				
This is mandatory to me – a must have	% within column	78%	83%	75%	79%	76%	79%	76%	74%	80%	76%	79%	80%	75%
	Weighted counts	1,874	626	1,248	473	468	508	425	856	1,018	319	732	585	168
	Column Comparisons	-	B							a		e	e	
NET: Important (T2B)	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	1,859	381	1,478	477	484	481	417	836	1,023	290	678	591	204
	Column Comparisons													
Unweighted base		2,571	527	2,044	660	669	665	577	1,156	1,415	401	938	817	282
Weighted base		2,415	758	1,657	601	612	642	560	1,150	1,265	422	928	733	224
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		% within column	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%
This is a negative to me		Weighted counts	1	7	4	4	6	11	10	17	2	1	18	4
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	3%	5%	3%	2%	5%	3%	4%	4%	2%	3%	1%	4%
		Weighted counts	3	29	19	9	29	45	40	78	4	4	57	29
		Column Comparisons												
This is a 'nice to have', but I can live without it being offered		% within column	32%	22%	17%	17%	16%	17%	19%	18%	18%	16%	17%	18%
		Weighted counts	34	139	133	77	86	244	186	358	33	22	304	130
		Column Comparisons	a b c d											
This is a 'great to have' – makes a difference and can sway my decision		% within column	32%	39%	42%	42%	40%	42%	38%	41%	41%	44%	39%	41%
		Weighted counts	35	243	325	196	220	604	372	797	74	62	51	691
		Column Comparisons												
This is mandatory to me – a must have		% within column	33%	33%	38%	38%	38%	37%	37%	36%	37%	37%	42%	37%
		Weighted counts	35	208	297	177	207	521	364	716	66	53	55	616
		Column Comparisons												
NET: Important (T2B)		% within column	65%	72%	80%	81%	78%	79%	76%	77%	78%	81%	82%	78%
		Weighted counts	70	451	622	374	427	1,125	736	1,513	140	116	105	1,307
		Column Comparisons			a	a								
Effective Column n		% within column												
		Weighted counts	96	479	595	361	423	1,069	781	1,123	286	236	213	1,229
		Column Comparisons												
Unweighted base			133	663	823	500	585	1,478	1,080	1,553	396	327	295	1,700
Weighted base			109	626	778	463	548	1,427	972	1,965	179	142	129	1,686
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2571; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10c: When you receive post or parcels in the mail, do you normally...		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Open everything on the same day it is received	% within column	89%	89%	89%	89%	90%	88%	90%	88%	90%	85%	85%	91%	95%
	Weighted counts	5,449	2,337	3,112	1,384	1,461	1,295	1,309	2,649	2,800	728	1,721	1,773	740
	Column Comparisons	-											A B	A B c
Open only the things that look important on the same day	% within column	7%	8%	7%	8%	7%	8%	6%	7%	7%	9%	10%	6%	4%
	Weighted counts	438	210	228	116	110	122	90	219	219	79	205	115	29
	Column Comparisons	-									c D E	C D E	e	
Open only parcels on the same day	% within column	2%	1%	3%	1%	2%	2%	2%	2%	2%	4%	3%	1%	1%
	Weighted counts	115	24	91	19	30	31	34	63	52	31	54	25	5
	Column Comparisons	-		A							C D e	c d e		
Put things I've received aside until I have time to open them	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%
	Weighted counts	111	47	63	29	28	30	23	63	47	18	37	43	7
	Column Comparisons	-												
NET: Not open everything on the day it is received	% within column	11%	11%	11%	11%	10%	12%	10%	12%	10%	15%	15%	9%	5%
	Weighted counts	663	281	382	165	168	183	148	345	318	128	296	183	41
	Column Comparisons	-									C D E	C D E	d E	
Effective Column n	% within column													
	Weighted counts	4,401	1,328	3,074	1,114	1,171	1,066	1,051	2,150	2,252	560	1,375	1,439	637
	Column Comparisons													
Unweighted base		6,087	1,836	4,251	1,541	1,619	1,474	1,453	2,973	3,114	775	1,902	1,990	881
Weighted base		6,112	2,618	3,495	1,548	1,629	1,478	1,457	2,994	3,118	856	2,017	1,956	780
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6087; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	Ireland	Urban	Rural
QE10c: When you receive post or parcels in the mail, do you normally...														
Open everything on the same day it is received	% within column	97%	87%	89%	89%	90%	87%	92%	89%	91%	88%	87%	88%	92%
	Weighted counts	487	1,201	1,666	1,130	1,452	2,796	2,630	4,521	331	300	297	3,763	1,678
	Column Comparisons	A B C						A						A
Open only the things that look important on the same day	% within column	2%	8%	7%	7%	6%	9%	5%	7%	5%	7%	8%	8%	5%
	Weighted counts	9	110	135	88	104	285	151	366	18	25	28	338	99
	Column Comparisons						B						b	
Open only parcels on the same day	% within column	0%	3%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%
	Weighted counts	1	36	28	23	28	79	34	96	5	8	7	91	22
	Column Comparisons						b						b	
Put things I've received aside until I have time to open them	% within column	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%
	Weighted counts	6	26	38	25	22	64	43	88	8	6	9	81	29
	Column Comparisons													
NET: Not open everything on the day it is received	% within column	3%	13%	11%	11%	10%	13%	8%	11%	9%	12%	13%	12%	8%
	Weighted counts	16	172	202	136	154	427	228	549	31	39	44	510	150
	Column Comparisons						B						B	
Effective Column n	% within column													
	Weighted counts	390	1,009	1,335	911	1,146	2,251	2,130	2,769	567	541	525	2,881	1,513
	Column Comparisons													
Unweighted base		539	1,396	1,846	1,260	1,585	3,113	2,946	3,829	784	748	726	3,985	2,093
Weighted base		504	1,373	1,867	1,266	1,606	3,223	2,858	5,070	362	340	340	4,273	1,828
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6087; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics																	
			Method- ology		Quarter				Gender		Age					SEG				
					Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?			Total	CAPI																
As soon as possible – likely the following day	% within column	43%	45%	42%	44%	45%	45%	37%	40%	46%	40%	43%	44%	**	**	44%	46%	40%	41%	
	Weighted counts	286	126	160	73	76	82	55	139	148	51	126	80			76	92	54	63	
	Column Comparisons	-																		
Within a few days of receiving them	% within column	43%	41%	44%	44%	42%	40%	44%	42%	44%	39%	41%	45%	**	**	42%	47%	40%	40%	
	Weighted counts	283	116	167	73	71	74	65	143	140	49	123	83			73	94	54	62	
	Column Comparisons	-																		
At the end of the week/within the week	% within column	10%	8%	11%	4%	10%	8%	18%	13%	6%	12%	11%	9%	**	**	10%	3%	14%	14%	
	Weighted counts	65	22	43	7	16	15	26	45	21	15	33	17			18	6	19	22	
	Column Comparisons	-						a	b							b		b	b	
At least a week later	% within column	4%	6%	3%	7%	3%	6%	1%	5%	3%	10%	5%	1%	**	**	3%	4%	6%	4%	
	Weighted counts	29	16	13	11	5	12	1	19	10	13	14	2			5	9	8	7	
	Column Comparisons	-									c									
NET: Within the week	% within column	96%	94%	97%	93%	97%	94%	99%	95%	97%	90%	95%	99%	**	**	97%	96%	94%	96%	
	Weighted counts	635	265	370	154	163	171	147	326	308	115	282	180			167	193	128	147	
	Column Comparisons	-											a							
Effective Column n	% within column																			
	Weighted counts	463	144	319	115	118	115	115	223	239	80	207	128	32	15	116	141	93	113	
	Column Comparisons																			
Unweighted base			628	195	433	156	160	156	156	303	325	109	281	174	44	20	157	192	126	153
Weighted base			663	281	382	165	168	183	148	345	318	128	296	183	41	16	172	202	136	154
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 628; Base: Those who do not typically open all items of post on the day they are received; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Not working	NET: Engl- and	NET: Scotl- and	Wal- es	N. Ire- and	Urb- an	Rural	
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?		43%	44%	43%	37%	41%	51%	43%	44%
As soon as possible – likely the following day	% within column	43%	44%	43%	37%	41%	51%	43%	44%
	Weighted counts	184	100	236	11	16	22	218	66
	Column Comparisons								
Within a few days of receiving them	% within column	43%	43%	42%	53%	48%	45%	43%	41%
	Weighted counts	182	99	228	16	19	20	221	61
	Column Comparisons								
At the end of the week/within the week	% within column	11%	7%	11%	8%	6%	2%	10%	9%
	Weighted counts	47	16	59	3	2	1	51	14
	Column Comparisons								
At least a week later	% within column	3%	6%	5%	2%	5%	2%	4%	6%
	Weighted counts	14	13	25	1	2	1	20	9
	Column Comparisons								
NET: Within the week	% within column	97%	94%	95%	98%	95%	98%	96%	94%
	Weighted counts	413	215	524	30	38	43	490	141
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	303	156	287	50	60	66	332	129
	Column Comparisons								
Unweighted base		411	212	389	68	81	90	450	175
Weighted base		427	228	549	31	39	44	510	150
Columns		A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 628; Base: Those who do not typically open all items of post on the day they are received; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		QE11: Frequency of receiving different types of mail compared to two years ago								
		Much more	Slightly more	No change	Slightly less	Much less	Don't know	NET: More	NET: Less	Weighted Base
Addressed direct mail from organisations that you don't have a relationship with	% within row	11%	21%	45%	13%	8%	2%	32%	21%	100%
	Column Comparisons	E F	A D E F	A B D E F	E F	F		-	-	-
	Weighted counts	529	964	2,104	607	374	112	1,493	980	4,688
	% within row	5%	18%	48%	16%	11%	3%	23%	27%	100%
Catalogues and brochures	Column Comparisons	F	A d E F	A B D E F	A E F	A F		-	-	-
	Weighted counts	235	835	2,254	732	512	119	1,070	1,245	4,688
	% within row	3%	19%	62%	8%	6%	2%	22%	14%	100%
	Column Comparisons	F	A D E F	A B D E F	A E F	A F		-	-	-
Smaller parcels that fit through a letterbox	Weighted counts	156	884	2,913	395	266	74	1,041	661	4,688
	% within row	6%	16%	52%	15%	9%	2%	21%	24%	100%
	Column Comparisons	F	A E F	A B D E F	A E F	A F		-	-	-
	Weighted counts	275	732	2,453	710	437	80	1,008	1,147	4,688
Newsletters, leaflets and promotions from organisations that you have a relationship with	% within row	4%	17%	61%	8%	7%	2%	21%	15%	100%
	Column Comparisons	F	A D E F	A B D E F	A e F	A F		-	-	-
	Weighted counts	201	795	2,882	395	318	98	995	713	4,688
	% within row	3%	16%	66%	8%	6%	2%	19%	14%	100%
Larger parcels that do not fit through a letterbox	Column Comparisons	F	A D E F	A B D E F	A e F	A F		-	-	-
	Weighted counts	134	735	3,088	369	291	72	869	660	4,688
	% within row	2%	11%	59%	19%	8%	1%	13%	27%	100%
	Column Comparisons	f	A e F	A B D E F	A B E F	A F		-	-	-
Items requiring a signature	Weighted counts	107	497	2,766	875	384	59	605	1,259	4,688
	% within row	3%	9%	53%	20%	14%	1%	12%	34%	100%
	Column Comparisons	F	A F	A B D E F	A B E F	A B F		-	-	-
	Weighted counts	160	417	2,485	916	670	40	578	1,586	4,688
Letters from organisations that you have a relationship with	% within row	1%	5%	62%	18%	12%	1%	7%	30%	100%
	Column Comparisons		A F	A B D E F	A B E F	A B F		-	-	-
	Weighted counts	61	248	2,924	847	553	55	309	1,400	4,688
	% within row	1%	5%	64%	9%	12%	9%	6%	21%	100%
Bills, invoices and statements	Column Comparisons		A	A B D E F	A B	A B D F	A B	-	-	-
	Weighted counts	62	214	3,014	416	565	418	276	981	4,688
	% within row	1%	4%	58%	17%	18%	1%	5%	35%	100%
	Column Comparisons		A F	A B D E F	A B F	A B F		-	-	-
Invitations, greetings cards and postcards	Weighted counts	63	190	2,730	790	845	69	253	1,635	4,688
	% within row									
	Column Comparisons									
	Weighted counts									
Magazines you subscribe to	% within row									
	Column Comparisons									
	Weighted counts									
	% within row									
Personal letters (e.g. from a friend)	Column Comparisons									
	Weighted counts									
	% within row									
	Column Comparisons									

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	3%	3%	4%	3%	3%	3%	6%	3%	4%	8%	5%	2%	0%	1%	3%
	Weighted counts	160	58	103	52	47	34	27	63	97	50	71	36	1	3	31
	Column Comparisons	-								a	b C D E	c D e	d			
Slightly more	% within column	9%	7%	10%	9%	7%	10%	11%	10%	8%	23%	9%	5%	4%	4%	9%
	Weighted counts	417	145	272	146	120	96	56	230	187	154	143	80	25	15	92
	Column Comparisons	-		a					b		B C D E	C d e				
No change	% within column	53%	58%	49%	55%	56%	48%	47%	53%	53%	46%	50%	52%	64%	63%	48%
	Weighted counts	2,485	1,180	1,305	855	916	482	232	1,217	1,268	301	780	776	384	244	497
	Column Comparisons	-	B		c d	C d								A B C	A B C	
Slightly less	% within column	20%	17%	21%	20%	20%	20%	18%	20%	19%	13%	21%	23%	17%	18%	23%
	Weighted counts	916	344	573	309	325	196	87	464	452	83	317	346	99	71	236
	Column Comparisons	-		a								a	A d			
Much less	% within column	14%	14%	14%	13%	12%	19%	17%	13%	15%	8%	14%	17%	15%	14%	16%
	Weighted counts	670	285	384	196	202	189	83	305	365	50	220	260	87	53	170
	Column Comparisons	-					A B					a	A	a	a	
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%	0%	1%
	Weighted counts	40	13	26	9	20	6	5	17	23	17	16	6	0	1	10
	Column Comparisons	-									C d					
NET: More	% within column	12%	10%	14%	13%	10%	13%	17%	13%	12%	31%	14%	8%	4%	5%	12%
	Weighted counts	578	203	375	198	167	129	83	294	284	204	214	117	26	18	123
	Column Comparisons	-		A				b			B C D E	C D E	d			
NET: Less	% within column	34%	31%	36%	32%	32%	38%	35%	33%	34%	20%	35%	40%	31%	32%	39%
	Weighted counts	1,586	629	957	505	526	385	170	769	817	132	537	605	186	125	406
	Column Comparisons	-		a			a b					A	A b d e	A	A	c D
Effective Column n	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
	Column Comparisons															
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics												
		SEG			Working status		UK nation			Rurality		
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	3%	3%	4%	4%	2%	4%	3%	3%	1%	4%	3%
	Weighted counts	46	28	56	105	52	140	8	9	4	122	39
	Column Comparisons				b							
Slightly more	% within column	8%	11%	8%	10%	7%	9%	9%	7%	10%	10%	7%
	Weighted counts	121	109	96	255	162	348	25	18	25	318	98
	Column Comparisons				b						b	
No change	% within column	53%	54%	57%	50%	57%	53%	50%	49%	59%	52%	55%
	Weighted counts	765	513	709	1,247	1,228	2,068	139	128	150	1,665	816
	Column Comparisons			a		A				b c		
Slightly less	% within column	20%	18%	18%	21%	18%	19%	20%	23%	17%	19%	20%
	Weighted counts	285	175	220	521	388	756	55	61	44	617	299
	Column Comparisons				b							
Much less	% within column	15%	13%	12%	14%	14%	14%	17%	17%	12%	14%	16%
	Weighted counts	221	125	154	359	309	547	48	44	31	438	231
	Column Comparisons											
Don't know	% within column	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%
	Weighted counts	15	5	10	20	17	36	1	1	1	30	6
	Column Comparisons											
NET: More	% within column	11%	14%	12%	14%	10%	13%	12%	10%	11%	14%	9%
	Weighted counts	166	137	152	361	214	488	34	27	29	440	137
	Column Comparisons				B						B	
NET: Less	% within column	35%	31%	30%	35%	32%	33%	37%	40%	29%	33%	36%
	Weighted counts	506	299	375	879	697	1,302	103	105	76	1,055	530
	Column Comparisons							d	d			
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
	Weighted counts	1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons											
	Weighted counts	1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	6%	6%	6%	6%	6%	6%	7%	6%	6%	7%	7%	5%	6%	6%	6%	5%
	Weighted counts	275	123	152	86	93	60	35	132	143	44	104	69	35	23	59	77
	Column Comparisons	-															
Slightly more	% within column	16%	12%	18%	16%	15%	15%	16%	17%	15%	21%	13%	14%	18%	18%	18%	15%
	Weighted counts	732	242	491	257	245	153	77	379	353	136	205	216	106	70	186	222
	Column Comparisons	-		A							b c					d	
No change	% within column	52%	55%	50%	53%	53%	50%	52%	53%	52%	49%	49%	54%	58%	57%	49%	52%
	Weighted counts	2,453	1,122	1,332	832	868	497	256	1,206	1,247	323	758	806	344	223	504	749
	Column Comparisons	-	b											a b	b		
Slightly less	% within column	15%	14%	16%	15%	15%	15%	15%	14%	16%	11%	17%	17%	13%	11%	15%	17%
	Weighted counts	710	283	428	242	240	153	75	333	377	73	267	251	78	42	150	240
	Column Comparisons	-										a e	a e				
Much less	% within column	9%	11%	8%	8%	10%	12%	8%	10%	9%	8%	12%	9%	5%	7%	12%	9%
	Weighted counts	437	215	222	119	163	117	38	220	217	54	182	142	32	26	122	138
	Column Comparisons	-	b				a					d	d			c	
Don't know	% within column	2%	2%	1%	2%	1%	2%	2%	1%	2%	4%	2%	1%	0%	1%	1%	2%
	Weighted counts	80	41	39	30	20	22	9	26	54	25	30	19	2	4	15	27
	Column Comparisons	-							a		c d						
NET: More	% within column	21%	18%	24%	22%	21%	21%	23%	22%	21%	27%	20%	19%	24%	24%	24%	21%
	Weighted counts	1,008	365	643	343	338	214	113	512	496	180	309	286	141	93	245	299
	Column Comparisons	-		A							b C					d	
NET: Less	% within column	24%	25%	24%	23%	25%	27%	23%	24%	25%	19%	29%	26%	18%	18%	26%	26%
	Weighted counts	1,147	498	649	361	403	270	112	553	594	127	449	394	110	68	272	378
	Column Comparisons	-									A D E	a d e					
Effective Column n		3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	6%	6%	6%	6%	6%	6%	8%	3%	6%	6%
	Weighted counts	59	80	145	129	231	16	21	8	190	85
	Column Comparisons							d			
Slightly more	% within column	18%	12%	15%	16%	15%	20%	17%	13%	16%	15%
	Weighted counts	174	150	378	349	598	56	45	33	501	229
	Column Comparisons	d					d				
No change	% within column	52%	56%	50%	55%	52%	47%	52%	58%	52%	54%
	Weighted counts	498	703	1,248	1,193	2,037	131	137	149	1,650	800
	Column Comparisons		a		a				b		
Slightly less	% within column	15%	15%	17%	13%	15%	17%	13%	13%	16%	14%
	Weighted counts	139	181	421	289	594	48	35	34	501	210
	Column Comparisons			b							
Much less	% within column	7%	9%	11%	7%	10%	8%	8%	8%	9%	10%
	Weighted counts	70	107	276	158	372	23	22	20	292	145
	Column Comparisons			B							
Don't know	% within column	1%	2%	2%	2%	2%	1%	1%	5%	2%	1%
	Weighted counts	14	24	38	38	62	3	2	13	56	20
	Column Comparisons							a b C			
NET: More	% within column	24%	18%	21%	22%	21%	26%	25%	16%	22%	21%
	Weighted counts	233	230	524	478	829	71	66	41	691	315
	Column Comparisons	d					D	D			
NET: Less	% within column	22%	23%	28%	21%	25%	26%	22%	21%	25%	24%
	Weighted counts	209	288	697	447	966	71	56	54	792	355
	Column Comparisons			B							
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons										
	Weighted counts	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons										
	Weighted counts	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	11%	10%	13%	11%	12%	12%	10%	13%	10%	7%	10%	13%	15%	15%	12%	12%
	Weighted counts	529	193	336	174	188	118	50	294	235	43	148	190	92	57	121	173
	Column Comparisons	-		a					b				A b	A b	A b		
Slightly more	% within column	21%	18%	23%	23%	20%	18%	21%	20%	21%	20%	18%	21%	25%	25%	22%	19%
	Weighted counts	964	361	603	358	321	181	104	470	494	133	273	313	148	97	231	272
	Column Comparisons	-		A										b	b		
No change	% within column	45%	48%	43%	44%	46%	46%	44%	45%	45%	51%	46%	43%	42%	41%	43%	45%
	Weighted counts	2,104	970	1,133	687	744	458	214	1,031	1,072	336	719	641	248	160	446	656
	Column Comparisons	-	b								c d e						
Slightly less	% within column	13%	13%	13%	12%	13%	14%	13%	12%	14%	10%	15%	14%	12%	10%	12%	13%
	Weighted counts	607	267	340	187	216	138	65	282	324	67	227	204	71	39	122	195
	Column Comparisons	-															
Much less	% within column	8%	9%	7%	8%	7%	8%	10%	8%	8%	6%	9%	8%	5%	7%	9%	8%
	Weighted counts	374	180	194	121	120	84	49	175	199	42	145	127	31	28	92	114
	Column Comparisons	-															
Don't know	% within column	2%	3%	2%	3%	2%	2%	1%	2%	3%	5%	2%	2%	1%	2%	2%	3%
	Weighted counts	112	55	56	39	41	24	7	44	68	34	36	29	7	6	24	44
	Column Comparisons	-									b c d e						
NET: More	% within column	32%	27%	35%	34%	31%	30%	31%	33%	30%	27%	27%	33%	40%	40%	34%	31%
	Weighted counts	1,493	554	939	532	508	298	154	764	729	176	420	503	240	154	352	445
	Column Comparisons	-		A									a b	A B c	A B		
NET: Less	% within column	21%	22%	20%	20%	21%	22%	23%	20%	22%	17%	24%	22%	17%	17%	21%	21%
	Weighted counts	980	447	534	308	336	222	115	457	523	108	372	331	102	68	214	309
	Column Comparisons	-									a d		a				
Effective Column n		3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with		Demographics									
		SEG		Working status		UK nation				Rurality	
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland		
		C2	DE	Work- ing	Not working					Urban	Rural
Much more	% within column	12%	10%	10%	13%	11%	14%	14%	8%	11%	12%
	Weighted counts	116	119	257	271	434	38	36	22	346	184
	Column Comparisons				a		d	d			
Slightly more	% within column	23%	19%	19%	23%	20%	28%	25%	18%	20%	22%
	Weighted counts	224	238	466	490	777	77	64	45	635	328
	Column Comparisons				a		a D	d			
No change	% within column	40%	50%	46%	44%	45%	36%	44%	50%	46%	43%
	Weighted counts	384	618	1,144	949	1,758	101	116	128	1,456	641
	Column Comparisons		a C			b		b	B		
Slightly less	% within column	15%	12%	15%	11%	13%	12%	10%	10%	14%	11%
	Weighted counts	143	147	365	238	521	33	27	25	438	168
	Column Comparisons			b							
Much less	% within column	7%	8%	9%	7%	8%	7%	6%	8%	7%	9%
	Weighted counts	70	98	224	149	316	20	17	21	235	139
	Column Comparisons			b							a
Don't know	% within column	2%	2%	2%	3%	2%	3%	1%	6%	3%	2%
	Weighted counts	17	26	50	58	88	7	2	15	80	28
	Column Comparisons						c		a b C		
NET: More	% within column	36%	29%	29%	35%	31%	42%	38%	26%	31%	34%
	Weighted counts	340	356	723	761	1,211	115	100	67	981	512
	Column Comparisons	d			A		a D	D			a
NET: Less	% within column	22%	20%	23%	18%	21%	19%	17%	18%	21%	21%
	Weighted counts	213	245	589	388	836	53	44	46	673	308
	Column Comparisons			B							
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons										
	Weighted counts	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons										
	Weighted counts	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	2%	1%	0%	0%	1%
	Weighted counts	61	19	43	29	13	10	9	32	29	10	38	10	2	1	14
	Column Comparisons	-										c d				
Slightly more	% within column	5%	4%	6%	4%	6%	5%	7%	5%	5%	13%	6%	4%	1%	2%	5%
	Weighted counts	248	81	166	68	101	46	32	126	122	82	93	58	5	9	55
	Column Comparisons	-		a							B C D E	c D e	d			
No change	% within column	62%	64%	61%	67%	63%	56%	59%	64%	61%	57%	59%	62%	75%	66%	61%
	Weighted counts	2,924	1,301	1,623	1,051	1,023	559	291	1,461	1,464	373	915	932	447	257	635
	Column Comparisons	-			C d	c								A B C e	a	
Slightly less	% within column	18%	17%	19%	17%	18%	20%	16%	16%	20%	13%	19%	19%	15%	21%	19%
	Weighted counts	847	349	498	265	298	205	79	379	469	84	302	289	91	82	192
	Column Comparisons	-								a		a	a		a	
Much less	% within column	12%	13%	11%	9%	10%	17%	15%	12%	12%	12%	12%	14%	8%	9%	11%
	Weighted counts	553	259	293	135	171	174	72	272	280	76	185	208	50	33	119
	Column Comparisons	-					A B	a b					d			
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	0%	0%	1%	2%
	Weighted counts	55	16	39	19	22	8	7	27	28	28	14	6	2	5	22
	Column Comparisons	-									B C D					c
NET: More	% within column	7%	5%	8%	6%	7%	6%	8%	7%	6%	14%	8%	5%	1%	3%	7%
	Weighted counts	309	100	209	97	114	56	41	158	151	92	131	68	7	10	68
	Column Comparisons	-		A							b C D E	C D e	d			
NET: Less	% within column	30%	30%	30%	26%	29%	38%	31%	28%	31%	25%	31%	33%	24%	30%	30%
	Weighted counts	1,400	608	792	400	469	379	151	651	749	161	487	497	140	115	311
	Column Comparisons	-					A B d					a d	a D			
Effective Column n		3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics												
QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	1%	2%	1%	2%	1%	2%	0%	1%	0%	2%	1%
	Weighted counts	13	16	18	42	20	59	0	2	0	48	13
	Column Comparisons											
Slightly more	% within column	6%	6%	4%	7%	4%	5%	5%	3%	5%	6%	5%
	Weighted counts	81	60	52	167	80	212	15	8	13	176	72
	Column Comparisons				B							
No change	% within column	62%	63%	64%	59%	66%	62%	60%	66%	63%	61%	66%
	Weighted counts	896	599	794	1,481	1,426	2,424	166	173	162	1,937	983
	Column Comparisons				A							a
Slightly less	% within column	19%	16%	18%	19%	17%	18%	22%	15%	19%	19%	17%
	Weighted counts	279	156	220	475	370	700	61	39	48	598	249
	Column Comparisons							c				
Much less	% within column	12%	12%	12%	13%	11%	12%	12%	14%	13%	12%	11%
	Weighted counts	169	118	147	319	232	449	32	38	33	387	165
	Column Comparisons											
Don't know	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%
	Weighted counts	15	4	14	22	28	50	2	2	1	44	7
	Column Comparisons										b	
NET: More	% within column	6%	8%	6%	8%	5%	7%	5%	4%	5%	7%	6%
	Weighted counts	94	77	70	209	100	271	15	10	13	224	85
	Column Comparisons				B							
NET: Less	% within column	31%	29%	29%	32%	28%	30%	34%	29%	32%	31%	28%
	Weighted counts	448	274	367	794	602	1,149	93	77	81	985	414
	Column Comparisons				b							
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
	Weighted counts	1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons											
	Weighted counts	1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	1%	1%	2%	2%	1%	1%	2%	1%	1%	3%	2%	1%	0%	0%	1%
	Weighted counts	63	16	47	27	21	6	9	29	35	20	33	8	1	0	12
	Column Comparisons	-		a							C d e	c d e				
Slightly more	% within column	4%	3%	4%	4%	3%	5%	4%	4%	4%	9%	5%	2%	2%	3%	4%
	Weighted counts	190	71	119	67	56	49	18	94	96	60	71	35	13	11	44
	Column Comparisons	-									b C D e	c d				
No change	% within column	58%	62%	55%	63%	58%	52%	54%	60%	57%	59%	57%	58%	61%	60%	54%
	Weighted counts	2,730	1,255	1,475	994	950	521	265	1,373	1,357	389	877	868	364	232	556
	Column Comparisons	-	B		b C d	c										
Slightly less	% within column	17%	15%	18%	15%	19%	17%	16%	16%	18%	10%	17%	18%	20%	20%	17%
	Weighted counts	790	306	484	231	307	172	80	361	429	68	261	264	119	78	172
	Column Comparisons	-		a								a	A	A	A	
Much less	% within column	18%	18%	18%	14%	17%	24%	23%	18%	18%	14%	18%	21%	16%	16%	23%
	Weighted counts	845	359	486	224	270	240	111	406	439	91	282	312	96	64	234
	Column Comparisons	-					A B	A b					a			b c d
Don't know	% within column	1%	1%	2%	1%	2%	1%	2%	1%	1%	4%	1%	1%	0%	1%	2%
	Weighted counts	69	18	51	23	25	14	7	34	35	25	22	16	3	3	18
	Column Comparisons	-		a							b C d e					
NET: More	% within column	5%	4%	6%	6%	5%	6%	6%	5%	5%	12%	7%	3%	2%	3%	5%
	Weighted counts	253	87	167	94	77	55	27	123	130	81	105	43	14	11	56
	Column Comparisons	-		a							B C D E	C d e				
NET: Less	% within column	35%	33%	36%	29%	35%	41%	39%	33%	36%	24%	35%	38%	36%	37%	39%
	Weighted counts	1,635	665	970	456	577	412	191	766	869	159	543	576	215	141	406
	Column Comparisons	-		a		a	A b	A				A	A	A	a	d
Effective Column n	% within column															
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Column Comparisons																
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics												
		SEG			Working status		UK nation			Rurality		
QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	1%	2%	1%	2%	1%	2%	0%	1%	0%	2%	1%
	Weighted counts	18	20	13	48	14	61	0	1	0	49	14
	Column Comparisons				b							
Slightly more	% within column	4%	4%	4%	5%	3%	4%	4%	4%	2%	5%	3%
	Weighted counts	61	39	47	119	69	164	12	9	5	148	42
	Column Comparisons				b						b	
No change	% within column	58%	57%	63%	55%	62%	58%	54%	59%	58%	57%	60%
	Weighted counts	849	544	781	1,383	1,333	2,276	149	155	150	1,830	897
	Column Comparisons			a		A						
Slightly less	% within column	18%	18%	15%	17%	16%	17%	20%	16%	15%	17%	17%
	Weighted counts	258	175	185	432	355	655	55	42	38	537	252
	Column Comparisons											
Much less	% within column	17%	17%	17%	20%	16%	18%	21%	20%	20%	18%	18%
	Weighted counts	240	163	207	490	352	685	58	51	51	582	263
	Column Comparisons				b							
Don't know	% within column	2%	1%	1%	1%	2%	1%	1%	1%	5%	1%	1%
	Weighted counts	27	12	11	35	33	52	3	2	12	43	21
	Column Comparisons									A B C		
NET: More	% within column	5%	6%	5%	7%	4%	6%	4%	4%	2%	6%	4%
	Weighted counts	79	59	60	167	83	225	12	11	5	198	56
	Column Comparisons				B						b	
NET: Less	% within column	34%	36%	32%	37%	33%	34%	41%	36%	35%	35%	35%
	Weighted counts	498	339	392	922	707	1,340	112	93	89	1,119	515
	Column Comparisons				b							
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
	Weighted counts	1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons											
	Weighted counts	1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	2%	2%	3%	3%	2%	2%	3%	2%	2%	4%	3%	2%	1%	0%	2%
	Weighted counts	107	39	68	40	33	19	16	48	59	28	41	30	7	2	24
	Column Comparisons	-									c d e					
Slightly more	% within column	11%	9%	12%	11%	10%	10%	12%	11%	10%	19%	11%	8%	10%	7%	11%
	Weighted counts	497	173	324	180	155	104	59	256	241	123	171	117	58	28	117
	Column Comparisons	-		A							B C D E	c				
No change	% within column	59%	62%	57%	59%	61%	56%	58%	58%	60%	54%	54%	61%	69%	67%	57%
	Weighted counts	2,766	1,249	1,517	919	1,001	563	283	1,340	1,426	351	837	910	408	260	592
	Column Comparisons	-	b										a b	A B c	A B	
Slightly less	% within column	19%	17%	20%	20%	16%	20%	20%	19%	19%	12%	22%	21%	14%	17%	21%
	Weighted counts	875	354	521	312	268	198	97	429	446	77	336	314	82	65	221
	Column Comparisons	-										A d	A d			
Much less	% within column	8%	9%	7%	6%	9%	11%	6%	9%	8%	8%	9%	8%	6%	7%	7%
	Weighted counts	384	190	194	97	149	108	30	199	185	52	141	124	39	28	68
	Column Comparisons	-	b			a	A d									
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	0%	1%	1%
	Weighted counts	59	20	38	20	22	11	6	24	34	22	20	10	2	4	14
	Column Comparisons	-									b C d					
NET: More	% within column	13%	11%	15%	14%	12%	12%	15%	13%	13%	23%	14%	10%	11%	8%	14%
	Weighted counts	605	213	392	219	188	123	75	304	301	151	212	146	65	30	141
	Column Comparisons	-		A							B C D E	c e				
NET: Less	% within column	27%	27%	27%	26%	26%	31%	26%	27%	26%	20%	31%	29%	20%	24%	28%
	Weighted counts	1,259	544	716	409	418	306	126	628	631	130	477	438	121	94	289
	Column Comparisons	-										A D	A D			
Effective Column n		3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Unweighted base		4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base		4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	2%	3%	2%	3%	2%	2%	1%	2%	1%	3%	2%
	Weighted counts	27	29	27	72	35	95	4	6	2	82	26
	Column Comparisons				b							
Slightly more	% within column	10%	12%	10%	11%	11%	11%	11%	10%	8%	11%	9%
	Weighted counts	148	114	118	268	228	422	30	26	20	365	130
	Column Comparisons										b	
No change	% within column	60%	57%	61%	55%	63%	58%	60%	61%	64%	58%	61%
	Weighted counts	874	540	760	1,384	1,364	2,275	167	161	163	1,857	905
	Column Comparisons					A						
Slightly less	% within column	18%	19%	17%	21%	16%	19%	18%	17%	17%	18%	19%
	Weighted counts	259	178	218	531	342	738	50	43	43	588	286
	Column Comparisons				B							
Much less	% within column	9%	8%	9%	9%	7%	8%	9%	9%	8%	8%	8%
	Weighted counts	125	80	111	228	153	317	24	24	19	260	124
	Column Comparisons				b							
Don't know	% within column	1%	1%	1%	1%	2%	1%	0%	1%	3%	1%	1%
	Weighted counts	20	14	10	23	34	47	1	2	8	37	18
	Column Comparisons									b c		
NET: More	% within column	12%	15%	12%	14%	12%	13%	12%	12%	9%	14%	10%
	Weighted counts	175	143	146	340	263	517	34	32	22	447	156
	Column Comparisons										b	
NET: Less	% within column	26%	27%	26%	30%	23%	27%	27%	26%	24%	27%	28%
	Weighted counts	384	257	329	759	495	1,055	74	67	63	848	410
	Column Comparisons				B							
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
	Weighted counts	1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons											
	Weighted counts	1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QE11_7: Would you say that you now receive ... more or less often than two years ago? Catalogues and brochures		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	5%	4%	6%	4%	6%	4%	5%	6%	4%	4%	4%	5%	7%	7%	6%	5%
	Weighted counts	235	75	160	69	101	40	25	129	106	26	58	81	44	26	59	74
	Column Comparisons	-		a										b			
Slightly more	% within column	18%	14%	21%	18%	18%	18%	18%	19%	17%	18%	16%	16%	22%	25%	20%	18%
	Weighted counts	835	276	559	275	298	176	87	426	409	116	243	248	130	98	203	255
	Column Comparisons	-		A										b c	a B c		
No change	% within column	48%	54%	44%	49%	48%	47%	49%	48%	48%	51%	48%	47%	50%	44%	47%	47%
	Weighted counts	2,254	1,095	1,159	766	778	469	240	1,101	1,153	331	743	713	297	170	482	688
	Column Comparisons	-		B													
Slightly less	% within column	16%	14%	17%	17%	15%	15%	14%	14%	17%	13%	19%	16%	11%	13%	16%	15%
	Weighted counts	732	274	458	265	244	155	68	325	407	86	288	243	66	49	165	219
	Column Comparisons	-		a						a		a d	d				
Much less	% within column	11%	12%	10%	9%	10%	14%	13%	11%	11%	10%	11%	12%	9%	9%	11%	11%
	Weighted counts	512	235	278	144	167	137	64	261	252	66	177	184	53	34	111	167
	Column Comparisons	-					a										
Don't know	% within column	3%	3%	2%	3%	3%	2%	1%	2%	3%	5%	2%	2%	1%	3%	2%	3%
	Weighted counts	119	71	49	47	41	25	6	55	64	30	38	35	6	11	16	49
	Column Comparisons	-		b							d						
NET: More	% within column	23%	17%	27%	22%	24%	22%	23%	24%	22%	22%	19%	22%	29%	32%	25%	23%
	Weighted counts	1,070	351	719	344	399	216	112	555	515	142	301	329	175	124	262	329
	Column Comparisons	-		A										a B c	a B C	d	
NET: Less	% within column	27%	25%	28%	26%	25%	29%	27%	25%	28%	23%	30%	28%	20%	21%	27%	27%
	Weighted counts	1,245	509	736	410	411	292	132	585	659	152	465	427	118	82	276	386
	Column Comparisons	-										a D e	D e				
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	Column Comparisons																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base	Column Comparisons																
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
QE11_7: Would you say that you now receive ... more or less often than two years ago? Catalogues and brochures		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	6%	3%	4%	6%	5%	7%	6%	4%	5%	5%
	Weighted counts	59	43	112	121	192	19	14	10	154	81
	Column Comparisons										
Slightly more	% within column	19%	16%	17%	18%	18%	21%	17%	14%	18%	18%
	Weighted counts	180	197	432	398	695	58	45	37	559	275
	Column Comparisons						d				
No change	% within column	46%	51%	46%	51%	48%	45%	51%	54%	48%	48%
	Weighted counts	443	640	1,142	1,102	1,860	123	133	138	1,527	722
	Column Comparisons				a				b		
Slightly less	% within column	16%	16%	19%	12%	16%	19%	15%	13%	16%	15%
	Weighted counts	155	194	467	261	609	51	38	34	512	221
	Column Comparisons			B							
Much less	% within column	10%	11%	12%	10%	11%	8%	11%	11%	11%	11%
	Weighted counts	96	139	299	211	435	23	28	27	347	165
	Column Comparisons			b							
Don't know	% within column	2%	3%	2%	3%	3%	1%	1%	4%	3%	2%
	Weighted counts	22	32	54	63	102	2	3	12	91	25
	Column Comparisons								B c	b	
NET: More	% within column	25%	19%	22%	24%	23%	28%	23%	18%	22%	24%
	Weighted counts	239	240	544	519	888	77	60	47	713	356
	Column Comparisons	d					d				
NET: Less	% within column	26%	27%	31%	22%	27%	27%	25%	24%	27%	26%
	Weighted counts	250	333	766	471	1,044	74	66	61	859	386
	Column Comparisons			B							
Effective Column n	% within column										
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons										
	Weighted counts	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons										
	Weighted counts	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
QE11_8: Would you say that you now receive ... more or less often than two years ago? Magazines you subscribe to		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%	0%	1%	2%	1%	
	Weighted counts	62	17	45	25	27	5	6	34	28	13	32	11	3	4	19	11
	Column Comparisons	-		a													
Slightly more	% within column	5%	4%	5%	5%	5%	3%	6%	5%	4%	9%	5%	3%	3%	3%	5%	5%
	Weighted counts	214	73	140	76	74	33	31	117	97	58	85	41	19	12	47	71
	Column Comparisons	-		a							b C D e	c					
No change	% within column	64%	66%	63%	65%	66%	62%	62%	64%	64%	59%	63%	64%	72%	69%	68%	65%
	Weighted counts	3,014	1,338	1,675	1,019	1,069	624	302	1,480	1,534	385	968	963	429	269	703	946
	Column Comparisons	-												A b c	a	d	
Slightly less	% within column	9%	9%	9%	9%	8%	9%	10%	9%	9%	11%	9%	9%	5%	6%	9%	10%
	Weighted counts	416	180	236	137	137	92	49	212	204	72	146	142	32	24	90	139
	Column Comparisons	-									d	d	d				
Much less	% within column	12%	12%	12%	11%	11%	16%	12%	12%	12%	11%	13%	13%	11%	10%	10%	11%
	Weighted counts	565	234	332	168	181	157	60	286	279	69	203	189	64	40	105	167
	Column Comparisons	-					a b										
Don't know	% within column	9%	9%	9%	9%	9%	9%	9%	7%	10%	9%	7%	11%	8%	10%	7%	8%
	Weighted counts	418	183	234	142	141	93	42	168	250	57	112	159	50	40	72	119
	Column Comparisons	-								a							
NET: More	% within column	6%	4%	7%	6%	6%	4%	8%	7%	5%	11%	8%	3%	4%	4%	6%	6%
	Weighted counts	276	90	185	100	101	38	37	151	125	71	117	51	22	15	67	82
	Column Comparisons	-		a	c	c		c			C D e	C d					
NET: Less	% within column	21%	20%	21%	19%	20%	25%	22%	22%	20%	22%	23%	22%	16%	16%	19%	21%
	Weighted counts	981	414	568	306	318	249	109	498	483	142	349	331	96	64	195	306
	Column Comparisons	-					a b					d	d				
Effective Column n	% within column																
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777	1,025
Unweighted base	Column Comparisons																
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081	1,426
Weighted base	Column Comparisons																
Columns	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036	1,453
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QE11_8: Would you say that you now receive ... more or less often than two years ago? Magazines you subscribe to		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
Much more	% within column	1%	2%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	12	20	36	26	58	1	2	1	44
	Column Comparisons									
Slightly more	% within column	5%	4%	5%	4%	5%	5%	4%	2%	5%
	Weighted counts	47	49	130	84	183	15	10	6	156
	Column Comparisons									
No change	% within column	63%	62%	62%	67%	64%	67%	67%	64%	66%
	Weighted counts	598	767	1,552	1,448	2,487	185	176	165	2,028
	Column Comparisons				a					
Slightly less	% within column	10%	8%	11%	7%	9%	9%	7%	7%	10%
	Weighted counts	91	96	265	146	354	26	17	19	315
	Column Comparisons			B					b	
Much less	% within column	12%	15%	13%	12%	12%	9%	12%	14%	12%
	Weighted counts	110	183	317	248	472	26	31	37	387
	Column Comparisons		a							
Don't know	% within column	10%	11%	8%	9%	9%	8%	10%	11%	8%
	Weighted counts	96	131	207	204	342	23	26	28	260
	Column Comparisons									
NET: More	% within column	6%	5%	7%	5%	6%	6%	5%	3%	6%
	Weighted counts	59	68	166	109	240	16	12	7	199
	Column Comparisons									
NET: Less	% within column	21%	22%	23%	18%	21%	19%	18%	22%	22%
	Weighted counts	202	279	581	394	825	52	48	56	702
	Column Comparisons			B					b	
Effective Column n	% within column									
	Weighted counts	686	857	1,756	1,571	2,109	431	410	395	2,139
Unweighted base	Column Comparisons									
	Weighted counts	954	1,192	2,443	2,186	2,935	599	570	549	2,976
Weighted base	Column Comparisons									
	Weighted counts	954	1,245	2,507	2,156	3,894	276	262	256	3,189
Columns	Column Comparisons									
	Weighted counts	C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_9: Would you say that you now receive ... more or less often than two years ago? Smaller parcels that fit through a letterbox		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	3%	2%	4%	4%	3%	3%	6%	3%	4%	6%	4%	3%	0%	0%	4%
	Weighted counts	156	50	107	55	49	26	27	63	94	40	69	44	1	2	37
	Column Comparisons	-		a							c D E	D e	d e			
Slightly more	% within column	19%	15%	22%	18%	17%	21%	23%	18%	19%	30%	22%	17%	8%	11%	18%
	Weighted counts	884	304	580	278	281	211	114	421	463	199	343	250	48	44	185
	Column Comparisons	-		A							B C D E	c D E	D e			
No change	% within column	62%	66%	59%	64%	65%	58%	56%	63%	62%	48%	57%	66%	76%	71%	64%
	Weighted counts	2,913	1,340	1,573	999	1,052	586	277	1,441	1,472	315	880	991	452	275	659
	Column Comparisons	-	B		c d	c d						a	A B	A B C	A B	
Slightly less	% within column	8%	8%	9%	9%	8%	9%	7%	9%	8%	8%	10%	7%	8%	8%	8%
	Weighted counts	395	162	233	140	131	88	36	213	182	50	155	110	50	30	88
	Column Comparisons	-														
Much less	% within column	6%	7%	5%	4%	6%	8%	6%	6%	6%	5%	5%	6%	6%	7%	5%
	Weighted counts	266	133	133	67	92	77	30	127	139	33	80	87	37	29	56
	Column Comparisons	-	b				a									
Don't know	% within column	2%	2%	1%	2%	2%	1%	1%	1%	2%	3%	1%	1%	1%	2%	1%
	Weighted counts	74	36	37	28	25	15	6	33	41	17	20	22	8	7	11
	Column Comparisons	-														
NET: More	% within column	22%	17%	26%	21%	20%	24%	29%	21%	23%	37%	27%	20%	8%	12%	21%
	Weighted counts	1,041	354	687	334	329	237	141	484	557	239	411	294	50	46	222
	Column Comparisons	-		A				a b			B C D E	C D E	D e			
NET: Less	% within column	14%	15%	14%	13%	14%	16%	13%	15%	13%	13%	15%	13%	15%	15%	14%
	Weighted counts	661	295	366	207	223	165	66	340	321	83	235	197	87	59	144
	Column Comparisons	-														
Effective Column n	% within column															
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Unweighted base	% within column															
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base	% within column															
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics												
QE11_9: Would you say that you now receive ... more or less often than two years ago? Smaller parcels that fit through a letterbox		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	3%	4%	3%	4%	3%	3%	4%	4%	3%	3%	3%
	Weighted counts	40	37	42	96	60	130	10	10	7	111	46
	Column Comparisons											
Slightly more	% within column	18%	21%	19%	20%	17%	19%	21%	19%	20%	19%	18%
	Weighted counts	255	202	242	511	371	724	58	50	52	610	275
	Column Comparisons				b							
No change	% within column	64%	58%	62%	59%	65%	62%	58%	64%	64%	60%	66%
	Weighted counts	931	556	768	1,488	1,411	2,421	159	168	164	1,928	978
	Column Comparisons				A							a
Slightly less	% within column	8%	10%	7%	10%	7%	9%	10%	7%	7%	9%	7%
	Weighted counts	123	97	87	245	147	331	28	19	17	296	99
	Column Comparisons				b						b	
Much less	% within column	5%	5%	7%	5%	6%	6%	6%	5%	5%	6%	5%
	Weighted counts	75	50	84	134	128	223	17	12	14	186	79
	Column Comparisons											
Don't know	% within column	2%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%
	Weighted counts	28	12	23	33	40	65	4	3	2	58	12
	Column Comparisons										b	
NET: More	% within column	20%	25%	23%	24%	20%	22%	25%	23%	23%	23%	22%
	Weighted counts	295	240	284	607	431	853	68	60	59	720	320
	Column Comparisons				b							
NET: Less	% within column	14%	15%	14%	15%	13%	14%	16%	12%	12%	15%	12%
	Weighted counts	199	147	171	379	274	554	45	31	31	482	178
	Column Comparisons				b						b	
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
	Weighted counts	1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons											
	Weighted counts	1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_10: Would you say that you now receive ... more or less often than two years ago? Larger parcels that do not fit through a letterbox		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	4%	3%	5%	4%	4%	4%	7%	4%	5%	10%	5%	4%	1%	1%	5%
	Weighted counts	201	57	143	66	61	42	32	86	115	62	76	56	3	3	48
	Column Comparisons	-		A							b C D E	D e	D e			
Slightly more	% within column	17%	14%	19%	16%	16%	18%	20%	16%	18%	25%	21%	15%	8%	9%	16%
	Weighted counts	795	282	513	259	255	182	99	375	419	166	320	227	46	35	170
	Column Comparisons	-		A							C D E	C D E	D e			
No change	% within column	61%	67%	57%	63%	63%	59%	56%	63%	60%	48%	57%	65%	73%	69%	63%
	Weighted counts	2,882	1,353	1,529	986	1,034	588	274	1,438	1,444	315	885	982	434	266	652
	Column Comparisons	-	B									a	A B	A B c	A B	
Slightly less	% within column	8%	7%	10%	9%	9%	7%	9%	9%	8%	8%	10%	7%	10%	9%	9%
	Weighted counts	395	136	259	141	140	72	42	205	190	52	148	103	58	35	89
	Column Comparisons	-		a												
Much less	% within column	7%	7%	6%	5%	6%	10%	7%	6%	7%	6%	6%	7%	7%	10%	5%
	Weighted counts	318	151	166	80	103	98	37	148	169	38	87	111	43	38	56
	Column Comparisons	-					A b									
Don't know	% within column	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	2%	3%	2%
	Weighted counts	98	46	53	36	36	21	6	44	54	20	30	26	12	11	20
	Column Comparisons	-														
NET: More	% within column	21%	17%	25%	21%	19%	22%	27%	20%	22%	35%	26%	19%	8%	10%	21%
	Weighted counts	995	340	656	324	316	224	131	461	534	229	396	282	49	38	218
	Column Comparisons	-		A				b			B C D E	C D E	D E			
NET: Less	% within column	15%	14%	16%	14%	15%	17%	16%	15%	15%	14%	15%	14%	17%	19%	14%
	Weighted counts	713	287	425	221	243	169	79	353	359	90	235	214	101	73	145
	Column Comparisons	-														
Effective Column n	% within column															
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Unweighted base	Column Comparisons															
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base	Column Comparisons															
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QE11_10: Would you say that you now receive ... more or less often than two years ago? Larger parcels that do not fit through a letterbox		Demographics										
		SEG			Working status		UK nation			Rurality		
		C1	C2	DE	Working	Not	NET:	NET:	Wales	N.	Urban	Rural
						working	England	Scotl- and		Ireland		
Much more	% within column	4%	5%	4%	5%	3%	4%	5%	4%	3%	5%	4%
	Weighted counts	64	43	45	128	73	170	13	11	7	147	54
	Column Comparisons				b							
Slightly more	% within column	16%	17%	19%	19%	15%	17%	20%	16%	18%	17%	16%
	Weighted counts	229	163	232	475	317	651	55	43	46	554	241
	Column Comparisons				b							
No change	% within column	62%	61%	60%	59%	64%	61%	55%	65%	64%	60%	66%
	Weighted counts	907	579	744	1,477	1,389	2,394	153	170	165	1,899	977
	Column Comparisons				a				b	b		A
Slightly less	% within column	9%	9%	8%	9%	8%	8%	11%	8%	9%	9%	7%
	Weighted counts	124	89	94	228	165	323	29	20	23	291	104
	Column Comparisons										b	
Much less	% within column	7%	7%	8%	6%	8%	7%	8%	6%	5%	7%	6%
	Weighted counts	97	62	102	154	163	267	22	15	14	222	93
	Column Comparisons											
Don't know	% within column	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	1%
	Weighted counts	33	18	27	44	48	89	3	4	2	77	20
	Column Comparisons										b	
NET: More	% within column	20%	22%	22%	24%	18%	21%	25%	20%	21%	22%	20%
	Weighted counts	293	207	278	603	390	821	69	53	53	700	295
	Column Comparisons				B							
NET: Less	% within column	15%	16%	16%	15%	15%	15%	19%	13%	14%	16%	13%
	Weighted counts	220	151	196	382	328	590	51	35	36	514	197
	Column Comparisons										b	
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
	Column Comparisons											
Unweighted base		1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base		1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QE11_11: Would you say that you now receive ... more or less often than two years ago? Items requiring a signature		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	3%	2%	3%	3%	3%	3%	3%	3%	3%	7%	3%	2%	1%	0%	3%
	Weighted counts	134	43	92	43	47	29	16	68	66	46	53	31	3	1	33
	Column Comparisons	-		a							b C D E	d e	d			
Slightly more	% within column	16%	13%	18%	16%	14%	17%	16%	15%	16%	23%	18%	14%	9%	10%	17%
	Weighted counts	735	264	471	249	231	174	81	346	389	150	283	208	53	40	178
	Column Comparisons	-		A							C D E	c D e	d			
No change	% within column	66%	71%	62%	66%	68%	63%	63%	67%	64%	54%	62%	70%	76%	69%	65%
	Weighted counts	3,088	1,433	1,655	1,037	1,113	631	307	1,546	1,542	355	963	1,047	454	269	673
	Column Comparisons	-	B									a	A B	A B c e	A b	
Slightly less	% within column	8%	6%	9%	8%	8%	7%	9%	7%	8%	7%	9%	7%	7%	8%	9%
	Weighted counts	369	119	250	130	123	70	46	169	200	47	143	106	40	32	91
	Column Comparisons	-		A												
Much less	% within column	6%	7%	6%	6%	6%	8%	7%	6%	6%	5%	6%	6%	7%	10%	5%
	Weighted counts	291	136	155	87	90	80	33	138	153	34	88	93	40	37	54
	Column Comparisons	-														
Don't know	% within column	2%	2%	2%	1%	2%	2%	2%	1%	2%	3%	1%	1%	1%	2%	1%
	Weighted counts	72	31	41	20	25	19	8	30	42	22	16	19	7	8	8
	Column Comparisons	-									b c					
NET: More	% within column	19%	15%	21%	19%	17%	20%	20%	18%	19%	30%	22%	16%	9%	11%	20%
	Weighted counts	869	306	563	293	278	202	96	414	455	197	336	239	56	41	211
	Column Comparisons	-		A							B C D E	C D E	D e			
NET: Less	% within column	14%	13%	15%	14%	13%	15%	16%	13%	15%	12%	15%	13%	13%	18%	14%
	Weighted counts	660	255	405	217	213	150	79	307	353	81	231	199	79	69	145
	Column Comparisons	-		a												
Effective Column n	% within column															
	Weighted counts	3,344	998	2,346	1,115	1,164	714	351	1,642	1,702	422	1,034	1,116	480	293	777
Unweighted base	% within column															
	Weighted counts	4,653	1,389	3,264	1,551	1,619	994	489	2,285	2,368	587	1,438	1,553	668	407	1,081
Weighted base	% within column															
	Weighted counts	4,688	2,025	2,663	1,567	1,629	1,002	490	2,297	2,392	654	1,547	1,504	596	387	1,036
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QE11_11: Would you say that you now receive ... more or less often than two years ago? Items requiring a signature		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Much more	% within column	2%	4%	3%	3%	2%	3%	2%	3%	3%	3%	2%
	Weighted counts	36	34	32	84	51	114	5	8	7	101	32
	Column Comparisons											
Slightly more	% within column	16%	15%	15%	17%	14%	15%	19%	17%	15%	16%	15%
	Weighted counts	235	140	183	429	303	600	51	44	39	505	230
	Column Comparisons				b							
No change	% within column	67%	63%	67%	64%	68%	66%	61%	63%	68%	65%	69%
	Weighted counts	975	604	835	1,615	1,459	2,578	169	166	175	2,060	1,022
	Column Comparisons										a	
Slightly less	% within column	7%	9%	7%	8%	7%	8%	10%	9%	5%	8%	7%
	Weighted counts	101	89	87	207	158	305	27	23	14	266	103
	Column Comparisons							d				
Much less	% within column	6%	7%	7%	6%	7%	6%	7%	6%	6%	7%	5%
	Weighted counts	85	69	83	145	144	240	20	15	15	208	81
	Column Comparisons											
Don't know	% within column	1%	2%	2%	1%	2%	1%	1%	2%	2%	2%	1%
	Weighted counts	22	18	25	27	41	57	3	6	6	50	20
	Column Comparisons											
NET: More	% within column	19%	18%	17%	20%	16%	18%	20%	20%	18%	19%	18%
	Weighted counts	271	174	214	512	354	714	56	53	47	606	262
	Column Comparisons				b							
NET: Less	% within column	13%	17%	14%	14%	14%	14%	17%	14%	11%	15%	12%
	Weighted counts	185	159	170	352	303	545	48	37	29	473	185
	Column Comparisons							d				
Effective Column n	% within column											
	Weighted counts	1,025	686	857	1,756	1,571	2,109	431	410	395	2,139	1,200
Unweighted base	Column Comparisons											
	Weighted counts	1,426	954	1,192	2,443	2,186	2,935	599	570	549	2,976	1,670
Weighted base	Column Comparisons											
	Weighted counts	1,453	954	1,245	2,507	2,156	3,894	276	262	256	3,189	1,489
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 4653; Base: All respondents (excl. Feb, Apr, Jun 2017)

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

Section F: Costs & Affordability

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	8%	4%	11%	8%	9%	7%	6%	8%	8%	11%	11%	6%	3%	5%	7%	7%
	Weighted counts	478	97	381	128	148	108	94	231	247	92	215	121	22	28	91	133
	Column Comparisons	-		A							C D e	C D e	d		d		
No	% within column	90%	95%	86%	89%	88%	90%	92%	90%	90%	85%	86%	92%	96%	93%	91%	91%
	Weighted counts	5,498	2,503	2,994	1,393	1,440	1,330	1,334	2,699	2,799	729	1,745	1,799	753	471	1,248	1,697
	Column Comparisons	-	B										A B	A B C e	A B		
I don't know	% within column	3%	1%	3%	3%	2%	3%	2%	2%	3%	4%	3%	2%	1%	1%	3%	2%
	Weighted counts	156	36	120	46	40	40	29	74	81	38	63	42	6	7	38	43
	Column Comparisons	-		A							c D e	d					
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	<i>% within column</i>	8%	10%	8%	7%	8%	6%	10%	5%	8%	7%
	<i>Weighted counts</i>	98	155	269	206	405	22	35	16	350	126
	<i>Column Comparisons</i>							b D			
No	<i>% within column</i>	90%	87%	89%	90%	89%	91%	87%	93%	89%	91%
	<i>Weighted counts</i>	1,143	1,410	2,882	2,595	4,552	331	297	317	3,817	1,677
	<i>Column Comparisons</i>						c		C		
I don't know	<i>% within column</i>	2%	3%	2%	2%	3%	3%	2%	2%	2%	2%
	<i>Weighted counts</i>	29	46	81	68	131	9	8	7	105	44
	<i>Column Comparisons</i>										
Effective Column n	<i>% within column</i>										
	<i>Weighted counts</i>	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	<i>Column Comparisons</i>										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps

Yes

No

I don't know

Effective Column n

Unweighted base

Weighted base

Columns

		Demographics														
Methodology			Quarter				Gender		Age					SEG		
Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	
4%	2%	6%	4%	5%	4%	4%	4%	4%	7%	6%	3%	1%	2%	4%	3%	
242	40	203	59	74	54	56	125	117	61	115	51	7	8	53	63	
-	A							C D E		C D e		d				
94%	98%	92%	95%	93%	95%	95%	94%	94%	89%	92%	96%	98%	98%	94%	95%	
5,786	2,572	3,214	1,484	1,522	1,403	1,377	2,832	2,954	766	1,864	1,890	769	496	1,300	1,781	
-	B									A B		A B c	A B			
2%	1%	2%	2%	2%	1%	2%	2%	2%	4%	2%	1%	1%	0%	2%	2%	
102	24	78	24	33	21	24	47	56	31	44	21	5	2	23	29	
-	A							C d e		c d e						
4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	
6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	
6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	<i>% within column</i>	3%	5%	5%	3%	4%	4%	3%	2%	4%	3%
	<i>Weighted counts</i>	43	83	147	96	214	13	9	7	184	57
	<i>Column Comparisons</i>			b							
No	<i>% within column</i>	95%	93%	94%	95%	94%	95%	97%	97%	94%	95%
	<i>Weighted counts</i>	1,209	1,496	3,031	2,730	4,784	345	328	329	4,018	1,762
	<i>Column Comparisons</i>			a							
I don't know	<i>% within column</i>	1%	2%	2%	1%	2%	1%	1%	1%	2%	2%
	<i>Weighted counts</i>	18	32	54	42	91	5	3	4	70	28
	<i>Column Comparisons</i>										
Effective Column n	<i>% within column</i>										
	<i>Weighted counts</i>	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	<i>Column Comparisons</i>										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
Mean estimated price of a 1st class stamp	Average	£.87	£.74	£.97	£.90	£.90	£.87	£.82	£.86	£.89	£1.15	£.94	£.78
	Column Comparisons	-		A							B C D E	C D E	
	Average	4,414	1,440	3,315	1,123	1,171	1,066	1,051	2,155	2,257	562	1,381	1,443
Effective Column n	Column Comparisons												
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 3

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Age		SEG				Working status		UK nation			
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?		65-74 years	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland
Mean estimated price of a 1st class stamp	Average	£.72	£.72	£.92	£.86	£.86	£.85	£.89	£.84	£.89	£.80	£.79	£.77
	Column Comparisons									b c D			
Effective Column n	Average	639	391	1,011	1,338	913	1,149	2,258	2,138	3,310	603	574	556
	Column Comparisons												
Unweighted base		882	540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726
Weighted base		782	506	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340
Columns		D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 3

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
		Rurality	
		Urban	Rural
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?			
Mean estimated price of a 1st class stamp	<i>Average</i>	£.90	£.80
	<i>Column Comparisons</i>	B	
Effective Column n	<i>Average</i>	2,901	1,531
	<i>Column Comparisons</i>		
Unweighted base		3,985	2,103
Weighted base		4,273	1,847
Columns		A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
Mean estimated price of a 2nd class stamp	Average	£.66	£.56	£.74	£.68	£.70	£.66	£.60	£.65	£.68	£.80	£.71	£.61
	Column Comparisons	-		A	d	d					b C D E	c D e	
Effective Column n	Average	4,414	1,440	3,315	1,123	1,171	1,066	1,051	2,155	2,257	562	1,381	1,443
	Column Comparisons												
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 3

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Age		SEG				Working status		UK nation			
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?		65-74 years	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland
Mean estimated price of a 2nd class stamp	Average	£.58	£.60	£.68	£.63	£.69	£.66	£.67	£.65	£.67	£.61	£.63	£.59
	Column Comparisons									d			
Effective Column n	Average	639	391	1,011	1,338	913	1,149	2,258	2,138	3,310	603	574	556
	Column Comparisons												
Unweighted base		882	540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726
Weighted base		782	506	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340
Columns		D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 3

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
		Rurality	
		Urban	Rural
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?			
Mean estimated price of a 2nd class stamp	<i>Average</i>	£.67	£.64
	<i>Column Comparisons</i>		
Effective Column n	<i>Average</i>	2,901	1,531
	<i>Column Comparisons</i>		
Unweighted base		3,985	2,103
Weighted base		4,273	1,847
Columns		A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QF4: A 1st class stamp currently costs 64/65p. How would you rate Royal Mail's 1st class service in terms of value for money?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Very good	% within column	27%	29%	25%	27%	27%	26%	27%	29%	24%	34%	29%	24%	22%	20%	29%	25%
	Weighted counts	1,636	774	862	418	445	380	392	871	766	294	595	477	171	99	399	476
	Column Comparisons	-	B						B		C D E	c d E				d	
Fairly good	% within column	39%	41%	37%	37%	39%	38%	43%	39%	39%	37%	40%	40%	38%	35%	38%	41%
	Weighted counts	2,396	1,088	1,308	587	629	556	624	1,183	1,213	321	814	786	300	175	526	773
	Column Comparisons	-	b					a c									
Neither good nor poor	% within column	18%	12%	22%	18%	19%	18%	16%	17%	19%	16%	17%	18%	21%	21%	15%	18%
	Weighted counts	1,099	320	778	286	304	269	240	513	586	134	334	360	164	107	207	339
	Column Comparisons	-		A													
Fairly poor	% within column	11%	10%	11%	11%	10%	12%	9%	9%	12%	8%	10%	11%	13%	13%	12%	11%
	Weighted counts	648	276	373	171	170	176	131	264	384	66	198	216	103	64	160	208
	Column Comparisons	-								A				a		c	c
Very poor	% within column	5%	6%	4%	6%	4%	5%	4%	5%	5%	2%	3%	6%	5%	10%	5%	3%
	Weighted counts	284	150	134	88	68	71	57	136	148	21	63	111	37	52	67	61
	Column Comparisons	-	b										a b		A B c d		
I don't know	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%	2%	1%	1%
	Weighted counts	68	28	40	16	13	26	12	37	31	22	18	12	7	9	17	17
	Column Comparisons	-									b c						
NET: Good	% within column	66%	71%	62%	64%	66%	63%	70%	68%	63%	72%	70%	64%	60%	54%	67%	67%
	Weighted counts	4,032	1,862	2,170	1,005	1,074	937	1,016	2,054	1,979	615	1,409	1,262	471	274	925	1,249
	Column Comparisons	-	B					a c	B		c D E	c D E	E			d	d
NET: Poor	% within column	15%	16%	14%	17%	15%	17%	13%	13%	17%	10%	13%	17%	18%	23%	17%	14%
	Weighted counts	932	426	506	259	238	247	189	401	532	88	262	327	140	116	227	268
	Column Comparisons	-								A			A b	A b	A B c	c	
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QF4: A 1st class stamp currently costs 64/65p. How would you rate Royal Mail's 1st class service in terms of value for money?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very good	% within column	29%	24%	31%	22%	26%	23%	25%	36%	27%	25%
	Weighted counts	373	388	989	643	1,344	84	85	124	1,172	462
	Column Comparisons	d		B					a B C		
Fairly good	% within column	38%	38%	40%	39%	39%	45%	41%	35%	40%	36%
	Weighted counts	483	613	1,278	1,110	1,976	161	138	120	1,721	670
	Column Comparisons						d			b	
Neither good nor poor	% within column	20%	19%	16%	19%	18%	16%	16%	16%	17%	20%
	Weighted counts	253	300	528	559	930	59	56	54	733	362
	Column Comparisons	a			a						
Fairly poor	% within column	7%	12%	9%	12%	11%	10%	11%	9%	10%	12%
	Weighted counts	94	186	294	351	544	36	38	30	422	226
	Column Comparisons		c		A						a
Very poor	% within column	4%	7%	4%	6%	5%	5%	6%	2%	4%	6%
	Weighted counts	52	105	118	166	239	16	21	8	180	105
	Column Comparisons		B c		A			d			a
I don't know	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	15	19	25	39	56	6	2	5	45	21
	Column Comparisons										
NET: Good	% within column	67%	62%	70%	61%	65%	68%	66%	72%	68%	61%
	Weighted counts	856	1,001	2,267	1,753	3,320	245	223	244	2,893	1,133
	Column Comparisons	d		B						B	
NET: Poor	% within column	11%	18%	13%	18%	15%	15%	17%	11%	14%	18%
	Weighted counts	146	291	411	517	783	53	59	38	602	331
	Column Comparisons		b C		A			d			a
Effective Column n	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QF5: A 2nd class stamp currently costs 55/56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Very good	% within column	23%	25%	21%	22%	22%	23%	23%	24%	21%	27%	25%	22%	18%	18%	25%	22%
	Weighted counts	1,387	649	737	352	362	341	331	727	659	228	499	429	139	92	340	408
	Column Comparisons	-	b						b		c D e	d e					
Fairly good	% within column	35%	38%	33%	35%	34%	35%	37%	35%	35%	33%	37%	34%	35%	35%	35%	36%
	Weighted counts	2,150	995	1,155	542	560	511	537	1,063	1,087	284	748	666	277	176	484	682
	Column Comparisons	-	b														
Neither good nor poor	% within column	21%	15%	25%	21%	22%	19%	22%	20%	22%	20%	21%	21%	24%	20%	19%	21%
	Weighted counts	1,281	397	884	324	358	286	313	607	675	171	416	407	185	102	263	387
	Column Comparisons	-		A													
Fairly poor	% within column	14%	14%	14%	14%	15%	15%	12%	13%	15%	13%	12%	15%	16%	17%	14%	15%
	Weighted counts	864	367	497	224	236	227	177	382	482	111	239	302	128	85	188	275
	Column Comparisons	-								a			b	b	b		
Very poor	% within column	6%	7%	5%	7%	6%	6%	6%	6%	6%	5%	5%	7%	6%	9%	7%	5%
	Weighted counts	379	193	186	105	97	93	85	190	190	45	105	140	45	44	91	101
	Column Comparisons	-	b														
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%
	Weighted counts	70	34	35	20	15	21	14	36	34	19	16	18	9	8	10	21
	Column Comparisons	-															
NET: Good	% within column	58%	62%	54%	57%	57%	58%	60%	60%	56%	60%	62%	56%	53%	53%	60%	58%
	Weighted counts	3,537	1,644	1,892	894	922	852	868	1,790	1,746	512	1,247	1,095	415	268	824	1,090
	Column Comparisons	-	B						b			c d e				d	
NET: Poor	% within column	20%	21%	20%	21%	20%	22%	18%	19%	21%	18%	17%	23%	22%	25%	20%	20%
	Weighted counts	1,243	560	683	329	333	319	262	571	672	156	344	442	173	128	279	376
	Column Comparisons	-							a				B	b	a B		
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Unweighted base	% within column																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base	% within column																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QF5: A 2nd class stamp currently costs 55/56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very good	% within column	24%	20%	26%	19%	22%	17%	22%	34%	23%	22%
	Weighted counts	311	328	827	554	1,133	63	74	116	981	402
	Column Comparisons			B				b	A B C		
Fairly good	% within column	35%	34%	36%	34%	35%	38%	34%	32%	36%	33%
	Weighted counts	439	545	1,174	972	1,787	139	114	110	1,529	617
	Column Comparisons										
Neither good nor poor	% within column	23%	21%	20%	22%	21%	21%	18%	18%	21%	21%
	Weighted counts	286	346	634	637	1,082	76	61	62	887	391
	Column Comparisons				a						
Fairly poor	% within column	12%	15%	12%	16%	14%	14%	18%	10%	14%	15%
	Weighted counts	153	248	388	469	720	50	59	34	581	283
	Column Comparisons				A			D			
Very poor	% within column	5%	8%	6%	7%	6%	8%	8%	4%	6%	7%
	Weighted counts	66	122	180	197	310	28	29	13	251	129
	Column Comparisons						d	d			
I don't know	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	16	23	28	40	57	6	2	4	44	24
	Column Comparisons										
NET: Good	% within column	59%	54%	62%	53%	57%	56%	55%	67%	59%	55%
	Weighted counts	750	873	2,001	1,526	2,920	202	188	226	2,510	1,020
	Column Comparisons			B					a B C	b	
NET: Poor	% within column	17%	23%	18%	23%	20%	21%	26%	14%	19%	22%
	Weighted counts	219	370	568	666	1,030	78	88	47	832	412
	Column Comparisons		c		A	d	D	D			a
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons										
	Weighted counts	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons										
	Weighted counts	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics																				
QF6: It currently costs £1/£1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?		Methodology			Quarter			Gender		Age					SEG				Work- ing status	
		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Very good	% within column	14%	27%	8%	10%	15%	17%	13%	14%	14%	23%	14%	13%	8%	**	13%	16%	12%	14%	16%
	Weighted counts	45	28	17	6	14	15	10	24	21	6	19	16	2		9	19	7	9	31
	Column Comparisons	-	B																	
Fairly good	% within column	20%	27%	16%	14%	25%	18%	21%	19%	21%	14%	20%	23%	11%	**	14%	21%	20%	23%	20%
	Weighted counts	63	28	35	9	22	16	16	32	31	4	26	28	3		10	25	13	15	38
	Column Comparisons	-	B																	
Neither good nor poor	% within column	20%	18%	21%	29%	19%	18%	16%	20%	19%	22%	21%	18%	25%	**	12%	21%	26%	21%	22%
	Weighted counts	63	18	45	18	17	16	13	34	29	6	27	22	7		8	25	16	14	41
	Column Comparisons	-			d													a		
Fairly poor	% within column	24%	11%	31%	25%	22%	20%	31%	23%	25%	22%	26%	21%	29%	**	33%	22%	21%	21%	23%
	Weighted counts	76	11	65	15	19	17	24	38	38	6	34	26	8		23	26	13	14	45
	Column Comparisons	-		A																
Very poor	% within column	19%	12%	22%	17%	18%	22%	18%	21%	17%	16%	16%	21%	22%	**	26%	19%	16%	14%	17%
	Weighted counts	60	13	47	10	16	19	15	35	25	4	21	26	6		18	22	10	10	33
	Column Comparisons	-		a																
I don't know	% within column	3%	5%	3%	5%	1%	6%	2%	2%	5%	3%	2%	4%	5%	**	1%	2%	5%	7%	2%
	Weighted counts	11	5	5	3	1	5	2	4	7	1	2	4	1		1	2	3	5	4
	Column Comparisons	-																	a b	
NET: Good	% within column	34%	54%	24%	24%	40%	35%	33%	33%	34%	37%	35%	36%	19%	**	28%	37%	32%	36%	36%
	Weighted counts	108	56	52	15	36	31	26	56	52	10	45	44	5		19	44	20	24	69
	Column Comparisons	-	B			a														
NET: Poor	% within column	43%	23%	52%	42%	39%	41%	49%	44%	42%	38%	42%	43%	52%	**	59%	40%	37%	36%	41%
	Weighted counts	136	24	112	26	35	36	39	73	63	10	55	52	14		41	47	23	24	78
	Column Comparisons	-		A												B C D				
Effective Column n																				
Unweighted base	Weighted counts	628	152	476	128	176	164	160	320	308	46	254	234	65	28	146	227	125	130	362
	Column Comparisons																			
Unweighted base		694	168	526	142	194	181	177	354	340	51	281	259	72	31	161	251	138	144	400
Weighted base		318	103	214	61	90	87	80	166	151	27	130	122	28	12	70	118	62	67	193
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 694; Base: All respondents in Northern Ireland; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation				Rurality	
		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Ire- Wales	N. Ire- land	Urban	Rural
QF6: It currently costs £1/£1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?								
% within column		11%	**	**	**	14%	14%	14%
Very good		14				45	23	21
Weighted counts								
Column Comparisons						-		
% within column		20%	**	**	**	20%	20%	20%
Fairly good		25				63	34	29
Weighted counts								
Column Comparisons						-		
% within column		17%	**	**	**	20%	16%	25%
Neither good nor poor		22				63	26	37
Weighted counts								
Column Comparisons						-		a
% within column		25%	**	**	**	24%	26%	22%
Fairly poor		31				76	43	33
Weighted counts								
Column Comparisons						-		
% within column		21%	**	**	**	19%	20%	18%
Very poor		26				60	33	26
Weighted counts								
Column Comparisons						-		
% within column		5%	**	**	**	3%	5%	2%
I don't know		7				11	8	3
Weighted counts								
Column Comparisons		a				-	b	
% within column		31%	**	**	**	34%	34%	34%
NET: Good		39				107	57	51
Weighted counts								
Column Comparisons						-		
% within column		46%	**	**	**	43%	46%	40%
NET: Poor		58				136	77	60
Weighted counts								
Column Comparisons						-		
% within column								
Effective Column n		265	0	1	0	627	336	292
Weighted counts								
Column Comparisons								
Unweighted base		293	0	1	0	693	371	323
Weighted base		125	0	0	0	317	168	150
Columns		B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 694; Base: All respondents in Northern Ireland; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QF7: Tendency to use 1st or 2nd class postage for letters and cards		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
1st class – all the time	% within column	29%	38%	22%	29%	26%	28%	32%	31%	27%	26%	34%	30%	22%
	Weighted counts	1,762	1,001	761	458	422	415	468	927	834	225	687	584	172
	Column Comparisons	-	B					b	b		e	a c D E	D E	
1st class – most of the time	% within column	23%	21%	23%	23%	21%	22%	24%	22%	23%	23%	26%	22%	20%
	Weighted counts	1,386	566	820	362	346	330	348	671	716	201	527	427	155
	Column Comparisons	-									e	c d E	e	
1st and 2nd class in equal amounts	% within column	18%	18%	18%	18%	19%	18%	16%	18%	18%	20%	17%	18%	19%
	Weighted counts	1,094	470	625	277	316	268	233	527	568	168	335	356	150
	Column Comparisons	-												
2nd class – most of the time	% within column	20%	12%	26%	20%	22%	21%	17%	18%	22%	15%	14%	22%	27%
	Weighted counts	1,230	310	920	314	366	307	244	548	682	125	287	429	208
	Column Comparisons	-		A		d	d			a			A B	A B c
2nd class – all the time	% within column	6%	4%	7%	5%	6%	6%	6%	5%	6%	4%	4%	5%	10%
	Weighted counts	351	102	249	83	100	83	85	154	197	32	87	108	74
	Column Comparisons	-		A										A B c
I never send letters or cards	% within column	4%	5%	3%	3%	3%	4%	4%	5%	2%	10%	3%	2%	2%
	Weighted counts	217	120	97	52	55	53	56	141	76	84	68	37	14
	Column Comparisons	-	b						B		B C D E	c		
I don't know	% within column	1%	3%	1%	1%	1%	2%	2%	1%	2%	3%	2%	1%	1%
	Weighted counts	91	67	24	20	24	23	23	37	54	23	32	21	8
	Column Comparisons	-	B											
NET: (Mostly) 1st class	% within column	51%	59%	45%	52%	47%	50%	56%	53%	50%	50%	60%	52%	42%
	Weighted counts	3,148	1,567	1,580	820	768	745	816	1,598	1,550	427	1,214	1,011	327
	Column Comparisons	-	B		b			B c	b		d E	A C D E	D E	e
NET: (Mostly) 2nd class	% within column	26%	16%	33%	25%	29%	26%	23%	23%	28%	18%	19%	27%	36%
	Weighted counts	1,581	412	1,169	398	466	389	329	702	879	157	375	537	282
	Column Comparisons	-		A		d				A			A B	A B C
Effective Column n	% within column													
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638
Unweighted base	Column Comparisons													
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882
Weighted base	Column Comparisons													
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation			Rurality		
QF7: Tendency to use 1st or 2nd class postage for letters and cards		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
1st class – all the time	% within column	18%	27%	25%	32%	32%	32%	25%	29%	23%	27%	30%	31%	24%
	Weighted counts	94	376	461	405	519	1,045	711	1,486	84	91	100	1,324	435
	Column Comparisons				a B	a B	B						B	
1st class – most of the time	% within column	15%	24%	23%	22%	21%	25%	20%	23%	24%	24%	21%	24%	20%
	Weighted counts	76	326	433	284	343	820	565	1,147	88	81	70	1,006	377
	Column Comparisons						B						b	
1st and 2nd class in equal amounts	% within column	17%	16%	20%	18%	17%	17%	19%	18%	18%	16%	22%	17%	20%
	Weighted counts	86	219	371	226	279	557	532	897	67	56	76	729	364
	Column Comparisons											c		a
2nd class – most of the time	% within column	36%	25%	21%	17%	17%	16%	24%	20%	24%	22%	20%	18%	26%
	Weighted counts	181	344	394	214	279	520	699	1,004	85	74	67	750	480
	Column Comparisons	A B C d	b C D	c d				A						A
2nd class – all the time	% within column	10%	6%	7%	6%	5%	5%	7%	6%	6%	7%	4%	5%	7%
	Weighted counts	49	77	124	74	75	154	197	291	21	24	15	228	123
	Column Comparisons	A B c						a						
I never send letters or cards	% within column	3%	2%	3%	3%	5%	3%	4%	4%	4%	4%	3%	4%	3%
	Weighted counts	13	28	64	40	86	98	118	180	16	12	9	171	46
	Column Comparisons					A b c							b	
I don't know	% within column	2%	1%	1%	2%	2%	1%	2%	2%	0%	1%	1%	2%	1%
	Weighted counts	8	7	26	27	30	39	46	84	2	2	3	64	22
	Column Comparisons				a	a								
NET: (Mostly) 1st class	% within column	33%	51%	48%	54%	54%	58%	44%	52%	47%	51%	50%	55%	44%
	Weighted counts	169	702	895	689	862	1,865	1,276	2,633	172	172	171	2,330	812
	Column Comparisons				b	b	B						B	
NET: (Mostly) 2nd class	% within column	46%	31%	28%	23%	22%	21%	31%	25%	29%	29%	24%	23%	33%
	Weighted counts	230	421	518	288	354	673	897	1,295	106	98	82	978	603
	Column Comparisons	A B C d	C D	c d				A						A
Effective Column n	% within column													
	Weighted counts	390	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons													
	Weighted counts	540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons													
	Weighted counts	506	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	
Speed of delivery	% within column	74%	74%	73%	72%	68%	78%	77%	73%	75%	71%	72%	75%	78%	78%	
	Weighted counts	2,319	1,167	1,152	591	519	578	631	1,164	1,156	302	877	753	256	131	
	Column Comparisons	-					B	B								
What stamps I have to hand	% within column	14%	10%	18%	13%	14%	13%	15%	14%	13%	13%	14%	14%	13%	15%	
	Weighted counts	433	153	280	104	107	97	125	228	205	54	174	139	41	25	
	Column Comparisons	-		A												
Security (i.e. that items sent will reach their destination intact)	% within column	11%	8%	14%	9%	10%	11%	14%	11%	11%	15%	12%	9%	6%	14%	
	Weighted counts	348	132	216	72	78	83	116	177	171	65	149	90	19	24	
	Column Comparisons	-		A				a			c d	d			d	
Value for money	% within column	19%	20%	18%	19%	24%	13%	19%	22%	16%	28%	22%	15%	10%	16%	
	Weighted counts	591	309	282	153	181	100	158	347	244	120	266	147	32	27	
	Column Comparisons	-			c	C		c	B		C D e	C D				
Value of the item to be sent	% within column	13%	12%	13%	11%	12%	11%	16%	14%	11%	18%	15%	11%	5%	6%	
	Weighted counts	396	193	203	91	92	85	127	224	172	79	183	108	17	9	
	Column Comparisons	-							b		c D e	c D e	d			
I don't want others to think that I don't want to use a 1st class stamp	% within column	4%	3%	5%	3%	4%	7%	3%	4%	5%	6%	4%	5%	3%	4%	
	Weighted counts	136	54	82	28	33	51	24	62	75	25	44	49	11	8	
	Column Comparisons	-		a			a d									
Other	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	4%	1%	
	Weighted counts	59	32	27	13	15	16	15	28	31	7	10	29	11	2	
	Column Comparisons	-											b	b		
No particular reason	% within column	3%	3%	3%	4%	2%	2%	3%	3%	3%	1%	3%	3%	4%	3%	
	Weighted counts	86	42	45	29	16	16	26	43	43	6	31	30	14	5	
	Column Comparisons	-														
I don't know	% within column	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%	1%	
	Weighted counts	20	9	11	3	4	6	7	8	12	6	3	10	0	1	
	Column Comparisons	-														
Effective Column n																
		Weighted counts	2,180	806	1,375	558	537	522	563	1,062	1,118	266	803	726	255	131
		Column Comparisons														
Unweighted base																
		Weighted counts	2,971	1,098	1,873	761	732	711	767	1,447	1,524	363	1,094	989	347	178
Weighted base																
		Weighted counts	3,148	1,567	1,580	820	768	745	816	1,598	1,550	427	1,214	1,011	327	169

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2971; Base: Those who tend to use 1st class post for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Speed of delivery	% within column	72%	77%	72%	72%	72%	76%	73%	80%	75%	74%	73%	77%
	Weighted counts	503	693	499	624	1,345	971	1,926	138	128	126	1,692	626
	Column Comparisons						a						a
What stamps I have to hand	% within column	15%	13%	15%	13%	14%	14%	14%	11%	11%	9%	14%	13%
	Weighted counts	102	120	100	111	260	173	379	20	18	16	326	106
	Column Comparisons												
Security (i.e. that items sent will reach their destination intact)	% within column	11%	11%	12%	10%	12%	10%	11%	8%	9%	19%	12%	10%
	Weighted counts	76	101	83	88	216	132	287	13	15	33	268	79
	Column Comparisons										a B C		
Value for money	% within column	19%	17%	21%	19%	21%	16%	20%	15%	10%	18%	20%	15%
	Weighted counts	134	151	145	160	391	198	516	27	17	31	467	123
	Column Comparisons					b		c			c	b	
Value of the item to be sent	% within column	12%	13%	15%	11%	14%	10%	13%	9%	8%	15%	13%	10%
	Weighted counts	87	112	101	96	269	127	340	16	14	25	311	81
	Column Comparisons					b						b	
I don't want others to think that I don't want to use a 1st class stamp	% within column	5%	4%	5%	4%	5%	4%	4%	4%	4%	4%	5%	3%
	Weighted counts	34	32	35	36	89	47	115	8	7	6	110	26
	Column Comparisons												
Other	% within column	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%	2%	3%
	Weighted counts	11	24	9	15	32	28	53	3	2	1	38	21
	Column Comparisons												
No particular reason	% within column	3%	3%	3%	3%	2%	3%	3%	3%	6%	3%	3%	3%
	Weighted counts	19	23	21	24	43	41	67	5	10	5	65	21
	Column Comparisons												
I don't know	% within column	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	6	3	4	7	6	14	17	0	1	2	15	4
	Column Comparisons						a						
Effective Column n	% within column												
	Weighted counts	473	617	482	608	1,245	931	1,391	266	264	259	1,517	661
	Column Comparisons												
Unweighted base		645	841	657	828	1,696	1,269	1,896	362	360	353	2,067	900
Weighted base		702	895	689	862	1,865	1,276	2,633	172	172	171	2,330	812

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2971; Base: Those who tend to use 1st class post for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3	Q4	Q1	Q2	Male	Female	16-24	25-44	45-64	65-74	75+
				2016	2016	2017	2017			years	years	years	years	years
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2971; Base: Those who tend to use 1st class post for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?	Demographics											
	SEG				Working status		UK nation				Rurality	
	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
							A	B				
Columns	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2971; Base: Those who tend to use 1st class post for sending letters or cards
 Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Cost of postage	% within column	53%	48%	55%	51%	54%	51%	55%	52%	53%	57%	54%	51%	48%	56%
	Weighted counts	1,408	426	982	342	420	335	311	636	772	185	383	458	207	175
	Column Comparisons	-		a											
Speed of delivery	% within column	40%	38%	41%	33%	41%	45%	41%	39%	41%	46%	37%	41%	41%	38%
	Weighted counts	1,075	338	737	226	324	297	228	483	593	150	265	364	179	119
	Column Comparisons	-				a	A	a							
What stamps I have to hand	% within column	23%	19%	24%	24%	21%	22%	23%	23%	22%	29%	22%	24%	17%	22%
	Weighted counts	604	169	434	164	163	146	130	279	325	94	156	210	75	68
	Column Comparisons	-		a							d				
Value of the item to be sent	% within column	18%	13%	21%	16%	17%	20%	19%	16%	20%	24%	23%	16%	14%	12%
	Weighted counts	487	113	374	109	136	133	109	197	290	79	165	143	61	39
	Column Comparisons	-		A						a	c d e	c d E			
Security (i.e. that items sent will reach their destination intact)	% within column	6%	3%	8%	3%	6%	7%	9%	5%	7%	14%	7%	4%	5%	4%
	Weighted counts	169	26	143	20	49	48	52	67	102	45	51	36	24	13
	Column Comparisons	-		A		a	a	A			b C D E	c			
I don't want others to think that I don't want to use a 1st class stamp	% within column	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%
	Weighted counts	52	13	40	9	17	13	14	16	36	7	17	14	7	7
	Column Comparisons	-													
Other	% within column	2%	3%	2%	2%	3%	1%	1%	2%	2%	1%	1%	2%	3%	4%
	Weighted counts	55	24	31	15	27	8	5	19	36	5	5	20	12	12
	Column Comparisons	-				d									b
No particular reason	% within column	5%	8%	4%	8%	6%	3%	5%	6%	5%	2%	5%	7%	7%	4%
	Weighted counts	144	74	70	54	45	19	27	70	74	8	35	60	30	12
	Column Comparisons	-	B		c										
I don't know	% within column	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%
	Weighted counts	17	6	11	5	2	5	5	11	6	2	6	3	5	0
	Column Comparisons	-													
Effective Column n	% within column														
	Weighted counts	2,070	449	1,622	524	596	508	442	1,003	1,067	231	530	688	372	249
	Column Comparisons														
Unweighted base		2,871	622	2,249	727	827	704	613	1,391	1,480	321	735	954	516	345
Weighted base		2,675	882	1,793	675	782	657	561	1,229	1,447	325	709	893	433	316

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2871; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland		
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		AB	C1	C2	DE	Work- ing	Not working					Urban	Rural
Cost of postage	% within column	51%	53%	51%	55%	52%	54%	52%	52%	54%	61%	52%	54%
	Weighted counts	326	471	262	350	636	765	1,140	89	82	96	882	526
	Column Comparisons												
Speed of delivery	% within column	46%	41%	36%	37%	40%	41%	40%	43%	43%	42%	39%	42%
	Weighted counts	292	365	184	234	489	583	868	75	66	67	669	407
	Column Comparisons	c d											
What stamps I have to hand	% within column	21%	25%	22%	21%	24%	21%	23%	22%	20%	24%	24%	20%
	Weighted counts	131	224	114	133	295	303	497	39	31	37	411	191
	Column Comparisons											b	
Value of the item to be sent	% within column	18%	18%	19%	19%	20%	16%	17%	19%	18%	27%	20%	16%
	Weighted counts	113	158	99	118	249	232	382	34	28	43	334	153
	Column Comparisons					b					a b c	b	
Security (i.e. that items sent will reach their destination intact)	% within column	7%	5%	7%	7%	7%	6%	6%	5%	5%	10%	7%	6%
	Weighted counts	44	46	37	41	81	85	136	9	8	15	113	56
	Column Comparisons												
I don't want others to think that I don't want to use a 1st class stamp	% within column	2%	2%	2%	2%	2%	2%	2%	3%	1%	3%	2%	2%
	Weighted counts	15	14	9	14	29	22	42	5	2	4	33	19
	Column Comparisons												
Other	% within column	2%	2%	3%	1%	2%	2%	2%	2%	2%	0%	2%	3%
	Weighted counts	13	21	14	7	22	33	49	3	3	0	29	26
	Column Comparisons												
No particular reason	% within column	3%	6%	7%	6%	5%	5%	6%	4%	4%	5%	6%	5%
	Weighted counts	21	52	35	36	67	77	123	7	6	7	97	47
	Column Comparisons												
I don't know	% within column	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%
	Weighted counts	2	7	3	5	6	10	14	1	1	2	13	3
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	523	675	397	475	945	1,113	1,277	281	262	250	1,251	818
	Column Comparisons												
Unweighted base		725	936	551	659	1,310	1,544	1,771	390	363	347	1,735	1,134
Weighted base		640	888	514	633	1,230	1,429	2,192	173	153	157	1,707	967

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2871; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2871; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?	Demographics											
	SEG				Working status		UK nation				Rurality	
	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Columns	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2871; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Section G: Satisfaction with the Postal Service

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG1_1: How much would you say you rely on the postal services for sending and receiving letters/cards and parcels? Letters and cards		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very reliant	% within column	37%	46%	30%	36%	33%	38%	42%	34%	40%	24%	35%	40%	44%	45%
	Weighted counts	2,274	1,211	1,063	568	544	554	608	1,015	1,259	210	703	790	346	226
	Column Comparisons	-	B					a B		A		A	A b	A B	A B
Fairly reliant	% within column	38%	36%	41%	39%	40%	37%	37%	38%	39%	37%	38%	39%	40%	40%
	Weighted counts	2,354	936	1,418	619	652	546	537	1,146	1,208	319	761	763	310	201
	Column Comparisons	-		A											
Neither reliant nor not reliant	% within column	14%	8%	17%	13%	15%	14%	13%	16%	11%	17%	16%	12%	9%	9%
	Weighted counts	832	224	608	202	246	200	184	489	343	149	328	241	67	47
	Column Comparisons	-		A					B		c D E	c D e	d		
Not very reliant	% within column	7%	6%	8%	7%	6%	7%	6%	7%	6%	12%	7%	6%	5%	4%
	Weighted counts	411	147	264	112	100	106	93	225	185	100	134	119	38	20
	Column Comparisons	-		a					b		B C D E				
Not at all reliant	% within column	3%	4%	3%	3%	4%	4%	2%	4%	3%	7%	4%	2%	3%	2%
	Weighted counts	204	98	106	51	69	58	26	109	95	58	80	36	20	10
	Column Comparisons	-				d	d				b C d e	c			
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	0%	0%
	Weighted counts	56	21	36	14	18	15	9	20	36	23	17	13	1	2
	Column Comparisons	-									b C D e				
NET: Reliant	% within column	75%	81%	71%	76%	73%	74%	79%	72%	79%	62%	72%	79%	84%	84%
	Weighted counts	4,628	2,148	2,481	1,187	1,196	1,100	1,145	2,161	2,467	529	1,464	1,553	655	427
	Column Comparisons	-	B					b		A		A	A B	A B c	A B c
NET: Not reliant	% within column	10%	9%	11%	10%	10%	11%	8%	11%	9%	18%	11%	8%	7%	6%
	Weighted counts	615	244	370	163	168	163	119	334	280	158	214	156	58	30
	Column Comparisons	-							b		B C D E	c e			
Effective Column n															
Unweighted base	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390
	Column Comparisons														
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG1_1: How much would you say you rely on the postal services for sending and receiving letters/cards and parcels? Letters and cards		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very reliant	% within column	38%	36%	37%	38%	35%	40%	37%	32%	39%	44%	37%	36%
	Weighted counts	521	673	465	616	1,127	1,142	1,878	116	132	148	1,600	672
	Column Comparisons						A			b	B		
Fairly reliant	% within column	40%	39%	39%	36%	39%	38%	38%	43%	34%	38%	38%	41%
	Weighted counts	548	726	501	578	1,259	1,087	1,953	158	115	128	1,604	750
	Column Comparisons								c				
Neither reliant nor not reliant	% within column	11%	14%	14%	15%	15%	12%	14%	13%	13%	10%	14%	13%
	Weighted counts	155	261	178	238	470	350	707	46	45	34	590	236
	Column Comparisons					b							
Not very reliant	% within column	7%	7%	6%	6%	7%	6%	6%	9%	10%	6%	7%	6%
	Weighted counts	97	136	76	103	234	174	325	33	33	20	291	120
	Column Comparisons												
Not at all reliant	% within column	3%	3%	3%	4%	4%	3%	3%	2%	4%	2%	3%	3%
	Weighted counts	41	61	40	63	114	88	176	7	13	8	148	56
	Column Comparisons												
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%
	Weighted counts	15	17	11	13	26	28	50	3	2	2	40	13
	Column Comparisons												
NET: Reliant	% within column	78%	75%	76%	74%	74%	78%	75%	76%	73%	81%	75%	77%
	Weighted counts	1,069	1,399	966	1,194	2,387	2,229	3,831	274	247	276	3,203	1,422
	Column Comparisons						a				b C		
NET: Not reliant	% within column	10%	10%	9%	10%	11%	9%	10%	11%	14%	8%	10%	10%
	Weighted counts	138	197	116	165	348	262	501	40	46	28	439	176
	Column Comparisons									d			
Effective Column n													
Unweighted base	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base													
Columns	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
	Column Comparisons												
	% within column	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
QG1_2: How much would you say you rely on the postal services for sending and receiving letters/cards and parcels? Parcels		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Very reliant	% within column	39%	46%	34%	39%	35%	41%	42%	37%	42%	33%	42%	41%	37%	35%	38%
	Weighted counts	2,404	1,211	1,193	611	575	611	607	1,105	1,298	286	846	804	291	176	529
	Column Comparisons	-	B				b	b		a		a	a			
Fairly reliant	% within column	39%	35%	42%	38%	41%	37%	38%	40%	38%	40%	38%	39%	38%	39%	42%
	Weighted counts	2,372	912	1,460	591	673	553	555	1,191	1,180	342	775	757	300	197	576
	Column Comparisons	-		A												
Neither reliant nor not reliant	% within column	13%	9%	16%	13%	14%	11%	13%	14%	11%	16%	12%	12%	13%	12%	11%
	Weighted counts	781	231	550	198	224	165	193	427	354	135	238	242	103	62	151
	Column Comparisons	-		A					b							
Not very reliant	% within column	6%	6%	5%	7%	5%	5%	4%	6%	5%	6%	5%	5%	7%	7%	6%
	Weighted counts	343	152	191	115	86	78	64	172	171	51	104	96	54	38	80
	Column Comparisons	-			d											
Not at all reliant	% within column	3%	4%	2%	2%	3%	3%	2%	3%	2%	3%	2%	2%	4%	6%	2%
	Weighted counts	157	93	64	34	48	49	26	80	77	25	39	35	28	30	32
	Column Comparisons	-	B											c	a B C	
Don't know	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%
	Weighted counts	76	38	37	18	23	22	12	29	47	19	21	28	5	3	8
	Column Comparisons	-														
NET: Reliant	% within column	78%	81%	76%	77%	77%	79%	80%	76%	79%	73%	80%	80%	76%	74%	80%
	Weighted counts	4,775	2,122	2,653	1,201	1,248	1,164	1,162	2,297	2,479	629	1,621	1,561	591	373	1,105
	Column Comparisons	-	B							a		a e	a e			
NET: Not reliant	% within column	8%	9%	7%	10%	8%	9%	6%	8%	8%	9%	7%	7%	10%	13%	8%
	Weighted counts	499	244	255	150	133	126	90	252	247	76	143	131	82	68	112
	Column Comparisons	-	b		d									b c	a B C	
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011
Unweighted base	Column Comparisons															
		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
QG1_2: How much would you say you rely on the postal services for sending and receiving letters/cards and parcels? Parcels		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very reliant	% within column	39%	39%	40%	40%	39%	39%	34%	42%	44%	40%	38%
	Weighted counts	727	501	646	1,290	1,106	1,988	123	142	151	1,695	706
	Column Comparisons								b	B		
Fairly reliant	% within column	38%	39%	37%	40%	38%	39%	45%	37%	36%	38%	41%
	Weighted counts	717	490	589	1,283	1,083	1,963	162	124	122	1,615	755
	Column Comparisons							c d				
Neither reliant nor not reliant	% within column	13%	13%	13%	12%	13%	13%	11%	11%	11%	13%	11%
	Weighted counts	250	170	209	389	378	668	39	37	36	576	201
	Column Comparisons										b	
Not very reliant	% within column	6%	4%	6%	5%	6%	5%	8%	7%	4%	5%	6%
	Weighted counts	112	56	94	164	176	276	30	22	15	232	110
	Column Comparisons							d				
Not at all reliant	% within column	2%	3%	3%	2%	3%	3%	1%	3%	2%	2%	3%
	Weighted counts	46	34	45	67	89	134	5	12	6	102	55
	Column Comparisons					a						
Don't know	% within column	1%	1%	2%	1%	1%	1%	1%	1%	3%	1%	1%
	Weighted counts	21	18	28	38	36	59	4	3	10	53	20
	Column Comparisons									a b c		
NET: Reliant	% within column	77%	78%	77%	80%	76%	78%	79%	78%	80%	77%	79%
	Weighted counts	1,444	991	1,235	2,574	2,190	3,952	284	266	273	3,310	1,461
	Column Comparisons				b							
NET: Not reliant	% within column	8%	7%	9%	7%	9%	8%	10%	10%	6%	8%	9%
	Weighted counts	158	91	139	230	265	410	35	34	21	334	166
	Column Comparisons					a						
Effective Column n	% within column											
	Weighted counts	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons											
	Weighted counts	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons											
	Weighted counts	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	31%	42%	23%	29%	31%	31%	33%	32%	29%	29%	33%	31%	31%	30%	
	Weighted counts	1,897	1,095	802	457	503	453	484	975	922	247	659	600	241	149	
	Column Comparisons	-	B						b							
Fairly satisfied	% within column	44%	42%	46%	46%	46%	43%	44%	44%	45%	45%	45%	45%	44%	39%	
	Weighted counts	2,727	1,107	1,621	719	744	630	636	1,316	1,411	384	919	882	346	195	
	Column Comparisons	-		a												
Neither satisfied nor dissatisfied	% within column	15%	9%	19%	15%	15%	14%	15%	14%	15%	18%	13%	15%	16%	18%	
	Weighted counts	915	238	677	237	242	214	222	431	484	152	261	286	123	92	
	Column Comparisons	-		A												
Fairly dissatisfied	% within column	6%	4%	8%	7%	5%	8%	5%	6%	7%	4%	7%	6%	7%	9%	
	Weighted counts	390	102	287	109	86	121	74	169	221	35	132	123	53	46	
	Column Comparisons	-		A			b d		a						a	
Very dissatisfied	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%	2%	4%	
	Weighted counts	120	43	78	37	24	28	30	70	50	9	27	49	17	18	
	Column Comparisons	-													a b	
I don't know	% within column	1%	2%	1%	1%	2%	2%	1%	1%	1%	4%	1%	1%	0%	1%	
	Weighted counts	82	52	30	10	30	31	11	43	39	31	24	20	2	6	
	Column Comparisons	-	b			a d	a d				b C D					
NET: Satisfied	% within column	75%	84%	69%	75%	77%	73%	77%	76%	75%	73%	78%	76%	75%	68%	
	Weighted counts	4,624	2,201	2,423	1,175	1,247	1,083	1,120	2,291	2,333	631	1,579	1,483	587	345	
	Column Comparisons	-	B									E	e	e		
NET: Dissatisfied	% within column	8%	6%	10%	9%	7%	10%	7%	8%	9%	5%	8%	9%	9%	13%	
	Weighted counts	510	145	365	146	111	150	104	239	271	45	160	173	70	64	
	Column Comparisons	-		A			b d						a	a	A b c	
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
Q2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	28%	30%	34%	33%	33%	29%	31%	24%	31%	40%	31%	30%
	Weighted counts	388	555	426	528	1,051	843	1,565	87	106	138	1,338	555
	Column Comparisons					b		b		b	a B C		
Fairly satisfied	% within column	45%	46%	45%	42%	46%	43%	45%	52%	43%	37%	45%	44%
	Weighted counts	614	863	577	673	1,481	1,236	2,270	187	145	126	1,915	808
	Column Comparisons							d	a c D	d			
Neither satisfied nor dissatisfied	% within column	15%	15%	13%	17%	13%	17%	15%	14%	15%	15%	14%	16%
	Weighted counts	206	280	161	268	422	478	763	49	51	52	617	297
	Column Comparisons						A						
Fairly dissatisfied	% within column	8%	7%	5%	5%	6%	7%	6%	9%	7%	5%	6%	7%
	Weighted counts	116	124	66	85	191	197	318	31	23	18	256	134
	Column Comparisons	c d											
Very dissatisfied	% within column	3%	2%	2%	2%	1%	3%	2%	2%	4%	2%	2%	2%
	Weighted counts	35	29	19	37	46	74	96	6	12	6	81	39
	Column Comparisons						a						
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	0%	1%	0%	2%	1%
	Weighted counts	17	22	22	20	40	40	76	2	2	2	66	14
	Column Comparisons											b	
NET: Satisfied	% within column	73%	76%	79%	75%	78%	72%	75%	76%	74%	77%	76%	74%
	Weighted counts	1,002	1,418	1,003	1,201	2,532	2,079	3,836	274	251	263	3,253	1,363
	Column Comparisons			a		B							
NET: Dissatisfied	% within column	11%	8%	7%	8%	7%	9%	8%	10%	10%	7%	8%	9%
	Weighted counts	151	153	85	122	237	271	414	37	35	24	337	173
	Column Comparisons	b c d					a						
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QG3_1: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home			Demographics													
			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	40%	52%	31%	38%	36%	42%	44%	41%	39%	31%	38%	42%	46%	47%	
	Weighted counts	2,453	1,361	1,092	591	588	626	648	1,221	1,232	265	766	822	360	239	
	Column Comparisons	-	B				a b	a B				a	A b	A b	A b	
Fairly satisfied	% within column	44%	40%	46%	46%	45%	42%	41%	43%	44%	49%	45%	42%	40%	40%	
	Weighted counts	2,669	1,061	1,608	718	739	620	592	1,295	1,373	421	909	830	309	200	
	Column Comparisons	-		A							c d e					
Neither satisfied nor dissatisfied	% within column	10%	5%	15%	10%	12%	9%	10%	10%	10%	13%	11%	10%	9%	8%	
	Weighted counts	634	122	512	155	194	136	148	310	323	110	222	192	70	40	
	Column Comparisons	-		A												
Fairly dissatisfied	% within column	3%	1%	5%	4%	4%	3%	3%	3%	4%	3%	4%	3%	4%	3%	
	Weighted counts	213	31	182	64	63	45	41	90	123	27	78	65	29	14	
	Column Comparisons	-		A												
Very dissatisfied	% within column	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	
	Weighted counts	114	37	78	30	29	34	21	62	53	8	38	44	13	12	
	Column Comparisons	-		a												
Don't know	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	3%	1%	0%	0%	0%	
	Weighted counts	49	25	23	9	16	17	7	27	22	26	11	9	1	1	
	Column Comparisons	-									B C D e					
NET: Satisfied	% within column	84%	92%	77%	84%	81%	84%	85%	84%	83%	80%	83%	84%	86%	87%	
	Weighted counts	5,121	2,421	2,700	1,309	1,327	1,246	1,240	2,516	2,605	687	1,675	1,652	669	439	
	Column Comparisons	-	B													
NET: Dissatisfied	% within column	5%	3%	7%	6%	6%	5%	4%	5%	6%	4%	6%	6%	5%	5%	
	Weighted counts	327	68	259	94	92	79	62	151	176	35	116	109	42	26	
	Column Comparisons	-		A												
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
Unweighted base	% within column															
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base	% within column															
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QG3_1: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	39%	40%	42%	39%	39%	42%	40%	34%	40%	52%	39%	43%
	Weighted counts	533	745	538	636	1,254	1,197	2,018	122	136	176	1,653	796
	Column Comparisons									b	A B C		a
Fairly satisfied	% within column	44%	44%	42%	43%	44%	43%	44%	51%	42%	35%	45%	41%
	Weighted counts	609	821	539	700	1,428	1,224	2,225	183	141	120	1,903	763
	Column Comparisons							d	a c D	d		b	
Neither satisfied nor dissatisfied	% within column	10%	11%	9%	11%	11%	10%	11%	9%	10%	9%	11%	9%
	Weighted counts	133	208	118	175	346	280	536	34	34	30	465	166
	Column Comparisons												
Fairly dissatisfied	% within column	4%	3%	3%	4%	4%	3%	3%	4%	5%	2%	3%	4%
	Weighted counts	50	55	42	66	117	96	174	14	17	8	143	70
	Column Comparisons												
Very dissatisfied	% within column	3%	2%	2%	1%	2%	2%	2%	2%	3%	1%	2%	2%
	Weighted counts	39	32	23	20	62	50	94	7	9	5	74	40
	Column Comparisons	d											
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	12	13	10	14	24	22	42	2	3	1	34	12
	Column Comparisons												
NET: Satisfied	% within column	83%	84%	85%	83%	83%	84%	83%	84%	82%	87%	83%	84%
	Weighted counts	1,143	1,566	1,077	1,336	2,682	2,421	4,243	305	277	296	3,556	1,559
	Column Comparisons										c		
NET: Dissatisfied	% within column	6%	5%	5%	5%	6%	5%	5%	6%	8%	4%	5%	6%
	Weighted counts	89	86	66	86	179	146	268	21	26	13	217	110
	Column Comparisons									d			
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	% within column												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	% within column												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QG3_2: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination			Demographics													
			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	42%	51%	35%	39%	38%	44%	46%	43%	41%	33%	41%	43%	46%	47%	
	Weighted counts	2,567	1,353	1,214	616	627	650	675	1,283	1,284	287	832	848	361	239	
	Column Comparisons	-	B				a b	a B				a	A	A	A	
Fairly satisfied	% within column	43%	39%	45%	45%	45%	39%	41%	42%	44%	46%	43%	42%	41%	41%	
	Weighted counts	2,619	1,038	1,581	706	738	577	598	1,249	1,370	392	862	833	323	209	
	Column Comparisons	-		A	c	c										
Neither satisfied nor dissatisfied	% within column	10%	5%	13%	10%	10%	10%	8%	10%	9%	12%	10%	9%	8%	8%	
	Weighted counts	598	134	463	164	168	150	116	310	287	100	212	179	66	41	
	Column Comparisons	-		A												
Fairly dissatisfied	% within column	2%	1%	4%	2%	2%	3%	2%	2%	3%	3%	3%	2%	2%	1%	
	Weighted counts	147	21	127	31	35	47	34	66	81	25	57	47	16	4	
	Column Comparisons	-		A												
Very dissatisfied	% within column	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	
	Weighted counts	80	21	59	20	27	21	12	31	49	18	25	24	10	3	
	Column Comparisons	-		a												
Don't know	% within column	2%	3%	1%	2%	2%	2%	2%	2%	2%	4%	2%	2%	1%	2%	
	Weighted counts	119	69	51	30	33	34	22	65	55	35	36	31	6	11	
	Column Comparisons	-	b								b c d					
NET: Satisfied	% within column	85%	91%	80%	84%	84%	83%	87%	84%	85%	79%	84%	86%	88%	88%	
	Weighted counts	5,186	2,391	2,795	1,322	1,365	1,226	1,273	2,532	2,654	680	1,693	1,682	684	448	
	Column Comparisons	-	B					b c				a	A	A	A	
NET: Dissatisfied	% within column	4%	2%	5%	3%	4%	5%	3%	3%	4%	5%	4%	4%	3%	1%	
	Weighted counts	228	42	186	51	63	68	46	97	131	43	82	70	25	7	
	Column Comparisons	-		A							e					
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_2: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	40%	41%	45%	42%	41%	43%	42%	37%	44%	50%	41%	44%
	Weighted counts	553	768	567	679	1,323	1,243	2,112	134	150	172	1,763	804
	Column Comparisons									b	a B c		
Fairly satisfied	% within column	43%	45%	41%	42%	43%	42%	43%	49%	41%	37%	43%	43%
	Weighted counts	586	839	521	674	1,398	1,207	2,176	178	139	126	1,824	791
	Column Comparisons								c D				
Neither satisfied nor dissatisfied	% within column	10%	9%	9%	10%	10%	9%	10%	8%	9%	8%	10%	8%
	Weighted counts	144	169	117	169	318	269	509	29	32	28	440	152
	Column Comparisons											b	
Fairly dissatisfied	% within column	3%	3%	2%	2%	3%	2%	2%	3%	1%	2%	2%	3%
	Weighted counts	38	51	24	35	92	53	123	12	4	8	97	51
	Column Comparisons					b			c				
Very dissatisfied	% within column	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	31	12	20	18	45	35	67	3	7	3	53	27
	Column Comparisons	b											
Don't know	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%
	Weighted counts	26	36	22	36	55	61	102	7	8	4	96	21
	Column Comparisons											b	
NET: Satisfied	% within column	83%	86%	86%	84%	84%	85%	84%	86%	85%	87%	84%	86%
	Weighted counts	1,139	1,606	1,088	1,353	2,721	2,450	4,288	312	289	298	3,586	1,595
	Column Comparisons											a	
NET: Dissatisfied	% within column	5%	3%	3%	3%	4%	3%	4%	4%	3%	3%	4%	4%
	Weighted counts	68	63	44	53	137	89	191	15	11	11	150	78
	Column Comparisons					b							
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
QG3_3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	40%	51%	32%	37%	37%	42%	44%	41%	39%	36%	39%	40%	45%	48%	
	Weighted counts	2,455	1,340	1,115	585	601	623	647	1,222	1,232	305	781	775	352	241	
	Column Comparisons	-	B				a b	a B						a b c	A b c	
Fairly satisfied	% within column	44%	41%	46%	46%	46%	43%	41%	43%	45%	43%	43%	45%	43%	44%	
	Weighted counts	2,696	1,075	1,620	722	741	629	603	1,303	1,393	369	879	886	338	224	
	Column Comparisons	-		A												
Neither satisfied nor dissatisfied	% within column	11%	5%	15%	11%	12%	10%	10%	11%	10%	14%	12%	10%	9%	6%	
	Weighted counts	656	130	526	179	190	144	143	330	326	116	238	200	69	32	
	Column Comparisons	-		A							d e	e	e			
Fairly dissatisfied	% within column	3%	1%	4%	3%	3%	3%	3%	2%	4%	4%	4%	3%	2%	1%	
	Weighted counts	188	35	153	51	53	45	39	75	113	37	78	53	17	3	
	Column Comparisons	-		A						a	e	e	e			
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	Weighted counts	71	19	52	16	21	17	16	30	41	12	27	25	4	3	
	Column Comparisons	-		a												
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	0%	
	Weighted counts	66	37	29	14	22	21	9	44	22	20	20	22	2	2	
	Column Comparisons	-							b		d					
NET: Satisfied	% within column	84%	92%	78%	83%	82%	85%	86%	84%	84%	79%	82%	85%	88%	92%	
	Weighted counts	5,150	2,415	2,735	1,307	1,342	1,252	1,250	2,525	2,625	674	1,661	1,661	689	465	
	Column Comparisons	-	B										a	A b	A B C	
NET: Dissatisfied	% within column	4%	2%	6%	4%	5%	4%	4%	3%	5%	6%	5%	4%	3%	1%	
	Weighted counts	259	54	205	67	74	62	55	105	154	49	105	78	21	6	
	Column Comparisons	-		A						a	d e	d e	e			
Effective Column n																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns			A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged		AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	40%	39%	40%	42%	38%	43%	40%	34%	44%	47%	39%	42%
	Weighted counts	553	728	503	671	1,230	1,222	2,024	123	148	159	1,686	766
	Column Comparisons						a			b	B		
Fairly satisfied	% within column	43%	45%	45%	43%	45%	43%	44%	50%	39%	39%	44%	43%
	Weighted counts	586	850	568	691	1,444	1,238	2,252	181	131	132	1,890	802
	Column Comparisons								C D				
Neither satisfied nor dissatisfied	% within column	11%	11%	11%	11%	11%	10%	11%	9%	11%	10%	11%	10%
	Weighted counts	148	198	134	176	355	290	553	33	37	33	469	182
	Column Comparisons												
Fairly dissatisfied	% within column	4%	3%	3%	3%	4%	2%	3%	4%	4%	2%	3%	3%
	Weighted counts	48	62	35	43	120	65	154	15	13	6	139	49
	Column Comparisons					b							
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%
	Weighted counts	19	17	19	16	40	31	55	5	6	5	41	30
	Column Comparisons												a
Don't know	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	22	18	11	15	41	23	51	5	5	5	48	16
	Column Comparisons												
NET: Satisfied	% within column	83%	84%	84%	85%	83%	86%	84%	84%	82%	86%	84%	85%
	Weighted counts	1,139	1,578	1,071	1,362	2,675	2,461	4,276	304	279	292	3,576	1,569
	Column Comparisons						a						
NET: Dissatisfied	% within column	5%	4%	4%	4%	5%	3%	4%	5%	6%	3%	4%	4%
	Weighted counts	68	79	54	58	161	96	209	20	19	11	179	80
	Column Comparisons					b							
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
			Methodology			Quarter				Gender		Age				
QG3_4: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	34%	48%	24%	32%	29%	37%	39%	34%	34%	28%	36%	35%	33%	35%	
	Weighted counts	2,094	1,257	837	504	477	547	567	1,035	1,059	240	727	688	260	179	
	Column Comparisons	-	B				a B	a B				a	a			
Fairly satisfied	% within column	48%	43%	52%	49%	51%	45%	46%	47%	49%	50%	47%	48%	49%	47%	
	Weighted counts	2,932	1,125	1,807	770	836	661	665	1,411	1,520	431	943	938	380	240	
	Column Comparisons	-		A		c d										
Neither satisfied nor dissatisfied	% within column	11%	5%	16%	12%	13%	10%	10%	12%	11%	14%	12%	10%	10%	10%	
	Weighted counts	695	129	566	192	204	151	148	357	338	116	245	201	82	51	
	Column Comparisons	-		A												
Fairly dissatisfied	% within column	4%	2%	5%	4%	4%	5%	3%	4%	4%	4%	3%	4%	5%	5%	
	Weighted counts	240	60	180	60	67	72	41	111	129	35	68	76	36	24	
	Column Comparisons	-		A												
Very dissatisfied	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	
	Weighted counts	105	28	77	25	25	29	25	57	47	12	25	41	16	11	
	Column Comparisons	-		a												
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	0%	
	Weighted counts	66	38	28	16	20	19	12	33	34	24	15	18	7	2	
	Column Comparisons	-	b								b c d e					
NET: Satisfied	% within column	82%	90%	76%	81%	81%	82%	84%	81%	82%	78%	83%	83%	82%	83%	
	Weighted counts	5,025	2,382	2,644	1,273	1,313	1,208	1,231	2,446	2,579	671	1,669	1,626	640	418	
	Column Comparisons	-	B													
NET: Dissatisfied	% within column	6%	3%	7%	5%	6%	7%	5%	6%	6%	5%	5%	6%	7%	7%	
	Weighted counts	344	88	257	85	92	101	66	169	176	47	93	117	53	35	
	Column Comparisons	-		A												
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_4: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	32%	33%	37%	36%	34%	34%	34%	25%	36%	45%	34%	34%
	Weighted counts	435	615	468	576	1,115	975	1,727	90	122	154	1,455	636
	Column Comparisons							b		B	A B C		
Fairly satisfied	% within column	48%	50%	46%	46%	48%	48%	48%	58%	47%	41%	48%	48%
	Weighted counts	666	929	590	747	1,544	1,379	2,421	212	159	140	2,040	888
	Column Comparisons								a C D				
Neither satisfied nor dissatisfied	% within column	12%	11%	11%	12%	11%	11%	12%	10%	11%	10%	12%	10%
	Weighted counts	160	208	137	190	366	319	588	38	37	33	505	189
	Column Comparisons												
Fairly dissatisfied	% within column	5%	4%	3%	3%	4%	4%	4%	4%	3%	3%	4%	4%
	Weighted counts	72	77	37	53	126	111	205	15	10	10	161	79
	Column Comparisons												
Very dissatisfied	% within column	2%	1%	2%	2%	2%	2%	2%	1%	3%	1%	2%	2%
	Weighted counts	30	25	24	26	53	52	89	4	9	2	68	36
	Column Comparisons									d			
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	14	19	14	19	28	33	59	3	2	2	44	19
	Column Comparisons												
NET: Satisfied	% within column	80%	82%	83%	82%	82%	82%	82%	83%	83%	86%	82%	83%
	Weighted counts	1,101	1,544	1,057	1,323	2,658	2,354	4,148	302	281	294	3,495	1,524
	Column Comparisons												
NET: Dissatisfied	% within column	7%	5%	5%	5%	6%	6%	6%	5%	6%	3%	5%	6%
	Weighted counts	102	102	61	79	179	163	294	19	19	12	229	115
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons												
Unweighted base		1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
			Methodology			Quarter				Gender		Age				
QG3_5: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	34%	43%	27%	31%	32%	36%	37%	34%	34%	32%	34%	34%	37%	34%	
	Weighted counts	2,088	1,130	957	491	522	528	546	1,022	1,065	275	681	670	290	172	
	Column Comparisons	-	B					a b								
Fairly satisfied	% within column	44%	43%	45%	47%	45%	44%	41%	45%	44%	43%	45%	44%	43%	46%	
	Weighted counts	2,709	1,143	1,566	736	727	649	597	1,344	1,364	371	902	870	334	232	
	Column Comparisons	-			d											
Neither satisfied nor dissatisfied	% within column	12%	7%	16%	12%	14%	12%	11%	13%	12%	14%	13%	12%	11%	9%	
	Weighted counts	755	193	562	192	225	171	167	385	370	123	263	235	89	45	
	Column Comparisons	-		A												
Fairly dissatisfied	% within column	6%	4%	8%	6%	6%	6%	7%	6%	7%	6%	6%	7%	6%	8%	
	Weighted counts	392	117	275	96	99	93	104	173	219	50	122	129	49	43	
	Column Comparisons	-		A												
Very dissatisfied	% within column	2%	1%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
	Weighted counts	125	30	95	41	35	25	24	49	76	17	32	47	18	11	
	Column Comparisons	-		A												
Don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	0%	1%	
	Weighted counts	62	23	39	10	20	12	19	31	31	22	23	11	2	4	
	Column Comparisons	-									C d					
NET: Satisfied	% within column	78%	86%	72%	78%	77%	80%	78%	79%	78%	75%	78%	78%	80%	80%	
	Weighted counts	4,796	2,273	2,523	1,228	1,250	1,177	1,142	2,367	2,430	646	1,584	1,539	624	404	
	Column Comparisons	-	B													
NET: Dissatisfied	% within column	8%	6%	11%	9%	8%	8%	9%	7%	9%	8%	8%	9%	9%	11%	
	Weighted counts	517	147	370	137	134	118	129	222	295	67	154	176	67	53	
	Column Comparisons	-		A						a						
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
Unweighted base	Column Comparisons															
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base	Column Comparisons															
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns	Column Comparisons	A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QG3_5: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	32%	33%	35%	37%	33%	35%	34%	26%	35%	37%	33%	36%
	Weighted counts	435	610	446	596	1,079	1,006	1,748	93	119	127	1,413	672
	Column Comparisons				a			b		B	B		a
Fairly satisfied	% within column	46%	46%	44%	40%	45%	44%	44%	50%	42%	41%	45%	42%
	Weighted counts	629	863	565	651	1,453	1,248	2,246	180	142	141	1,926	780
	Column Comparisons	d	d						c d				
Neither satisfied nor dissatisfied	% within column	12%	13%	11%	13%	13%	11%	12%	12%	14%	14%	12%	12%
	Weighted counts	169	235	142	210	416	329	620	43	46	46	530	222
	Column Comparisons												
Fairly dissatisfied	% within column	7%	6%	6%	6%	6%	7%	6%	9%	6%	6%	6%	7%
	Weighted counts	100	114	82	96	194	196	320	32	21	19	270	122
	Column Comparisons												
Very dissatisfied	% within column	3%	2%	2%	2%	2%	2%	2%	3%	2%	1%	2%	2%
	Weighted counts	36	31	21	36	63	60	103	9	8	5	87	38
	Column Comparisons												
Don't know	% within column	0%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	6	20	14	21	27	30	50	6	3	2	46	13
	Column Comparisons												
NET: Satisfied	% within column	77%	79%	80%	77%	78%	79%	78%	75%	77%	79%	78%	79%
	Weighted counts	1,064	1,473	1,011	1,248	2,532	2,254	3,994	273	261	268	3,339	1,452
	Column Comparisons												
NET: Dissatisfied	% within column	10%	8%	8%	8%	8%	9%	8%	11%	8%	7%	8%	9%
	Weighted counts	137	146	103	132	257	256	424	41	29	24	357	160
	Column Comparisons								d				
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons												
Unweighted base		1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
QG3_6: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	29%	39%	22%	29%	27%	30%	33%	29%	30%	29%	32%	27%	30%	28%	
	Weighted counts	1,806	1,041	766	449	443	436	477	880	926	246	647	539	231	142	
	Column Comparisons	-	B					b								
Fairly satisfied	% within column	42%	41%	42%	43%	43%	42%	39%	42%	42%	46%	41%	42%	39%	39%	
	Weighted counts	2,555	1,075	1,481	680	698	614	564	1,248	1,307	398	834	825	302	197	
	Column Comparisons	-														
Neither satisfied nor dissatisfied	% within column	14%	10%	17%	15%	14%	13%	15%	15%	13%	14%	15%	14%	14%	12%	
	Weighted counts	869	258	611	228	233	195	214	462	408	118	308	276	108	59	
	Column Comparisons	-		A					b							
Fairly dissatisfied	% within column	10%	6%	13%	9%	10%	11%	10%	10%	10%	8%	8%	11%	13%	14%	
	Weighted counts	610	164	446	144	169	157	139	303	307	68	160	214	100	68	
	Column Comparisons	-		A									b	a b	a b	
Very dissatisfied	% within column	4%	3%	5%	3%	4%	5%	4%	3%	5%	1%	3%	5%	5%	8%	
	Weighted counts	252	81	171	54	70	69	58	94	158	11	62	100	40	38	
	Column Comparisons	-		a					a		a	a	A b	A b	A B	
Don't know	% within column	1%	1%	1%	1%	1%	0%	0%	1%	1%	2%	1%	0%	0%	0%	
	Weighted counts	39	18	21	11	15	7	5	18	21	17	13	8	0	1	
	Column Comparisons	-									b c d					
NET: Satisfied	% within column	71%	80%	64%	72%	70%	71%	71%	71%	71%	75%	73%	70%	68%	67%	
	Weighted counts	4,362	2,115	2,246	1,129	1,141	1,050	1,041	2,128	2,234	644	1,481	1,364	533	339	
	Column Comparisons	-	B								c d e					
NET: Dissatisfied	% within column	14%	9%	18%	13%	15%	15%	14%	13%	15%	9%	11%	16%	18%	21%	
	Weighted counts	861	245	616	199	240	226	197	397	464	79	221	314	140	107	
	Column Comparisons	-		A									A B	A B	A B c	
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
Unweighted base	Column Comparisons															
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base	Column Comparisons															
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_6: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	27%	29%	30%	32%	29%	30%	29%	22%	29%	41%	28%	32%
	Weighted counts	378	534	377	517	938	865	1,492	78	97	139	1,210	595
	Column Comparisons							b		b	A B C		a
Fairly satisfied	% within column	43%	41%	41%	42%	43%	40%	42%	45%	39%	38%	42%	40%
	Weighted counts	590	768	518	680	1,397	1,149	2,128	165	133	130	1,814	740
	Column Comparisons					b			d				
Neither satisfied nor dissatisfied	% within column	14%	14%	15%	14%	15%	14%	14%	14%	16%	12%	15%	12%
	Weighted counts	190	268	193	218	470	388	724	52	53	41	649	215
	Column Comparisons											b	
Fairly dissatisfied	% within column	11%	11%	10%	8%	9%	11%	10%	14%	11%	7%	9%	11%
	Weighted counts	148	205	128	129	298	312	497	52	39	22	406	204
	Column Comparisons								a D	d			
Very dissatisfied	% within column	5%	5%	4%	3%	3%	5%	4%	4%	4%	2%	4%	4%
	Weighted counts	66	85	45	55	113	135	216	14	14	7	169	82
	Column Comparisons						a						
Don't know	% within column	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	5	13	9	12	16	19	32	2	4	1	25	11
	Column Comparisons												
NET: Satisfied	% within column	70%	69%	70%	74%	72%	70%	71%	67%	68%	79%	71%	72%
	Weighted counts	967	1,302	895	1,198	2,335	2,014	3,620	243	230	269	3,023	1,334
	Column Comparisons				b						a B C		
NET: Dissatisfied	% within column	16%	15%	14%	11%	13%	16%	14%	18%	16%	9%	13%	16%
	Weighted counts	213	290	174	184	410	447	713	66	53	29	575	286
	Column Comparisons	d	d				a	d	D	D			
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
			Methodology			Quarter				Gender		Age				
QG3_7: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column		20%	28%	14%	19%	18%	20%	23%	21%	20%	23%	22%	20%	16%	16%
	Weighted counts		1,234	748	486	297	297	303	337	622	612	197	441	390	125	80
	Column Comparisons		-	B					b			d e	d e			
Fairly satisfied	% within column		39%	43%	36%	39%	39%	39%	41%	40%	39%	41%	43%	39%	36%	30%
	Weighted counts		2,413	1,142	1,271	607	630	572	604	1,190	1,223	354	864	761	283	151
	Column Comparisons		-	B								E	d E	e		
Neither satisfied nor dissatisfied	% within column		20%	14%	24%	22%	21%	19%	16%	21%	19%	21%	19%	20%	19%	20%
	Weighted counts		1,211	369	842	338	349	284	240	626	585	180	394	388	147	101
	Column Comparisons		-		A	d	d									
Fairly dissatisfied	% within column		14%	9%	17%	14%	14%	15%	13%	12%	15%	9%	11%	14%	20%	23%
	Weighted counts		841	241	600	213	223	215	190	362	478	79	212	275	159	115
	Column Comparisons		-		A						a			a b	A B C	A B C
Very dissatisfied	% within column		6%	4%	8%	6%	7%	6%	5%	6%	6%	3%	4%	7%	9%	11%
	Weighted counts		370	102	268	98	111	89	71	168	202	26	83	140	67	53
	Column Comparisons		-		A									A B	A B	A B c
Don't know	% within column		1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%	1%
	Weighted counts		63	35	28	14	18	15	16	36	27	22	28	8	0	5
	Column Comparisons		-									C D	c d			d
NET: Satisfied	% within column		59%	72%	50%	58%	57%	59%	65%	60%	59%	64%	65%	59%	52%	46%
	Weighted counts		3,647	1,890	1,757	904	927	875	941	1,812	1,835	551	1,305	1,151	409	231
	Column Comparisons		-	B					a B c			c D E	c D E	d E	e	
NET: Dissatisfied	% within column		20%	13%	25%	20%	21%	21%	18%	18%	22%	12%	15%	21%	29%	33%
	Weighted counts		1,211	343	868	311	335	304	260	530	680	105	296	415	226	169
	Column Comparisons		-		A					A				A B	A B C	A B C
Effective Column n	% within column															
	Weighted counts		4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390
Unweighted base	Column Comparisons															
	Weighted counts		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540
Weighted base	Column Comparisons															
	Weighted counts		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_7: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	18%	18%	23%	22%	22%	18%	20%	14%	22%	30%	20%	20%
	Weighted counts	252	341	287	354	720	511	1,009	50	74	101	862	370
	Column Comparisons			a b	b	B		b		B	A B C		
Fairly satisfied	% within column	41%	39%	40%	37%	42%	37%	39%	44%	37%	36%	41%	36%
	Weighted counts	566	739	514	594	1,344	1,066	2,006	159	127	122	1,736	673
	Column Comparisons					b			c d			b	
Neither satisfied nor dissatisfied	% within column	18%	21%	19%	20%	19%	20%	20%	20%	18%	17%	20%	19%
	Weighted counts	253	390	238	330	614	584	1,021	72	60	58	860	348
	Column Comparisons												
Fairly dissatisfied	% within column	14%	14%	12%	14%	11%	17%	14%	16%	14%	13%	13%	16%
	Weighted counts	196	269	153	223	361	475	691	58	48	43	553	287
	Column Comparisons						A						a
Very dissatisfied	% within column	7%	6%	4%	6%	5%	7%	6%	6%	8%	4%	5%	8%
	Weighted counts	100	117	56	98	161	205	308	22	26	14	218	152
	Column Comparisons	c					a						A
Don't know	% within column	1%	1%	2%	1%	1%	1%	1%	0%	2%	1%	1%	1%
	Weighted counts	11	17	23	12	32	27	54	2	5	2	44	16
	Column Comparisons												
NET: Satisfied	% within column	59%	58%	63%	59%	64%	55%	59%	58%	59%	66%	61%	56%
	Weighted counts	818	1,080	801	948	2,063	1,577	3,015	208	200	223	2,597	1,043
	Column Comparisons					B					b c	b	
NET: Dissatisfied	% within column	21%	21%	16%	20%	16%	24%	20%	22%	22%	17%	18%	24%
	Weighted counts	295	386	208	321	522	680	999	80	74	57	771	439
	Column Comparisons	c	c				A						A
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
			Methodology			Quarter				Gender		Age				
QG3_8: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	29%	38%	22%	26%	25%	31%	33%	28%	30%	25%	29%	28%	31%	32%	
	Weighted counts	1,763	1,011	752	409	414	463	476	838	925	212	595	551	243	161	
	Column Comparisons	-	B				a b	a B								
Fairly satisfied	% within column	45%	44%	46%	48%	46%	42%	44%	45%	46%	47%	47%	45%	43%	42%	
	Weighted counts	2,784	1,165	1,619	752	756	628	648	1,347	1,437	405	951	881	333	214	
	Column Comparisons	-														
Neither satisfied nor dissatisfied	% within column	17%	9%	23%	17%	19%	17%	15%	19%	16%	17%	16%	18%	18%	15%	
	Weighted counts	1,053	248	804	266	308	254	224	566	487	145	326	363	141	78	
	Column Comparisons	-		A					b							
Fairly dissatisfied	% within column	3%	2%	5%	4%	4%	4%	2%	3%	4%	4%	3%	4%	3%	4%	
	Weighted counts	209	50	159	57	64	52	36	86	123	30	64	73	21	20	
	Column Comparisons	-		A						a						
Very dissatisfied	% within column	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	
	Weighted counts	76	16	60	16	18	25	17	43	34	16	20	26	7	8	
	Column Comparisons	-		A												
Don't know	% within column	4%	6%	3%	4%	4%	4%	4%	4%	4%	6%	3%	3%	5%	5%	
	Weighted counts	247	146	100	66	69	55	56	125	121	50	67	69	36	24	
	Column Comparisons	-	B													
NET: Satisfied	% within column	74%	83%	68%	74%	72%	74%	77%	73%	76%	72%	76%	73%	74%	74%	
	Weighted counts	4,547	2,176	2,371	1,161	1,170	1,091	1,124	2,185	2,362	617	1,546	1,432	576	376	
	Column Comparisons	-	B					b		a						
NET: Dissatisfied	% within column	5%	2%	6%	5%	5%	5%	4%	4%	5%	5%	4%	5%	4%	6%	
	Weighted counts	285	66	219	73	82	77	53	128	157	46	84	99	28	28	
	Column Comparisons	-		A												
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_8: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	26%	28%	29%	31%	28%	30%	29%	21%	30%	36%	29%	29%
	Weighted counts	361	528	367	506	914	846	1,466	75	100	121	1,233	528
	Column Comparisons				a			b		B	a B c		
Fairly satisfied	% within column	46%	48%	44%	43%	47%	44%	45%	52%	43%	39%	46%	45%
	Weighted counts	635	892	564	694	1,520	1,251	2,315	189	147	132	1,949	831
	Column Comparisons					b			c D				
Neither satisfied nor dissatisfied	% within column	17%	17%	19%	17%	17%	17%	17%	18%	17%	13%	17%	18%
	Weighted counts	237	311	237	268	547	497	890	64	56	43	721	327
	Column Comparisons								d				
Fairly dissatisfied	% within column	4%	3%	3%	3%	4%	3%	3%	5%	5%	3%	3%	3%
	Weighted counts	59	59	38	53	118	91	165	19	16	10	145	64
	Column Comparisons												
Very dissatisfied	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	30	19	14	13	37	35	64	4	5	4	54	22
	Column Comparisons	d											
Don't know	% within column	4%	3%	4%	5%	3%	5%	4%	3%	5%	9%	4%	4%
	Weighted counts	54	64	51	77	95	149	190	11	15	31	170	75
	Column Comparisons						A				A B c		
NET: Satisfied	% within column	72%	76%	73%	74%	75%	73%	74%	73%	73%	74%	74%	74%
	Weighted counts	996	1,420	931	1,200	2,434	2,098	3,781	265	248	253	3,182	1,359
	Column Comparisons												
NET: Dissatisfied	% within column	6%	4%	4%	4%	5%	4%	4%	6%	6%	4%	5%	5%
	Weighted counts	89	78	51	67	155	126	228	23	20	14	199	86
	Column Comparisons	b c d											
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
QG3_9: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	19%	25%	15%	16%	19%	18%	24%	19%	19%	20%	21%	18%	17%	16%	
	Weighted counts	1,159	652	507	248	306	262	343	566	593	173	422	350	134	80	
	Column Comparisons	-	B					A b c								
Fairly satisfied	% within column	30%	30%	30%	33%	31%	26%	30%	31%	30%	35%	33%	28%	27%	23%	
	Weighted counts	1,852	802	1,051	520	510	385	437	917	935	298	674	553	212	116	
	Column Comparisons	-			C	c					c d E	c d E				
Neither satisfied nor dissatisfied	% within column	26%	16%	33%	26%	27%	28%	22%	27%	25%	24%	23%	26%	29%	30%	
	Weighted counts	1,576	422	1,154	400	436	412	328	805	771	210	471	518	223	154	
	Column Comparisons	-		A			d									
Fairly dissatisfied	% within column	4%	2%	6%	5%	4%	3%	4%	4%	4%	3%	4%	4%	4%	3%	
	Weighted counts	241	41	200	73	67	47	54	123	118	26	87	78	35	16	
	Column Comparisons	-		A												
Very dissatisfied	% within column	2%	1%	3%	2%	2%	3%	2%	2%	3%	2%	2%	3%	2%	1%	
	Weighted counts	145	30	115	38	34	43	31	61	85	19	49	58	14	5	
	Column Comparisons	-		A												
Don't know	% within column	19%	26%	13%	18%	17%	22%	18%	18%	20%	16%	16%	21%	21%	27%	
	Weighted counts	1,158	689	468	289	275	329	265	533	625	133	320	404	164	136	
	Column Comparisons	-	B				b d						a b	a b	A B c d	
NET: Satisfied	% within column	49%	55%	45%	49%	50%	44%	54%	49%	49%	55%	54%	46%	44%	39%	
	Weighted counts	3,011	1,453	1,558	768	816	647	780	1,483	1,529	471	1,096	903	345	196	
	Column Comparisons	-	B		c	c		C			C D E	C D E	e			
NET: Dissatisfied	% within column	6%	3%	9%	7%	6%	6%	6%	6%	6%	5%	7%	7%	6%	4%	
	Weighted counts	386	71	315	110	101	90	85	183	202	44	136	136	49	21	
	Column Comparisons	-		A												
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_9: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	19%	16%	20%	20%	20%	18%	19%	16%	17%	22%	19%	18%
	Weighted counts	263	308	259	329	631	526	969	56	58	75	820	336
	Column Comparisons										b		
Fairly satisfied	% within column	29%	32%	33%	27%	32%	28%	31%	35%	24%	22%	31%	28%
	Weighted counts	402	592	418	440	1,047	800	1,569	128	83	73	1,328	523
	Column Comparisons			d		b		d	C D				
Neither satisfied nor dissatisfied	% within column	26%	26%	24%	26%	24%	28%	26%	26%	28%	23%	25%	28%
	Weighted counts	364	492	300	419	774	790	1,307	94	96	79	1,051	520
	Column Comparisons						a						a
Fairly dissatisfied	% within column	5%	4%	3%	4%	4%	4%	4%	5%	3%	4%	4%	4%
	Weighted counts	66	66	41	67	134	105	199	18	10	14	169	72
	Column Comparisons												
Very dissatisfied	% within column	3%	2%	2%	2%	3%	2%	2%	2%	3%	3%	2%	2%
	Weighted counts	45	39	30	31	86	60	117	8	12	9	103	42
	Column Comparisons												
Don't know	% within column	17%	20%	17%	20%	17%	21%	18%	16%	24%	27%	19%	19%
	Weighted counts	236	376	222	324	561	588	928	58	81	91	802	354
	Column Comparisons						a			B	a B		
NET: Satisfied	% within column	48%	48%	53%	48%	52%	46%	50%	51%	41%	43%	50%	46%
	Weighted counts	665	900	677	769	1,677	1,326	2,538	184	141	148	2,148	858
	Column Comparisons			b d		B		c	c d			b	
NET: Dissatisfied	% within column	8%	6%	6%	6%	7%	6%	6%	7%	6%	7%	6%	6%
	Weighted counts	111	106	71	98	219	165	316	26	22	22	272	114
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons												
Unweighted base		1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics													
			Methodology			Quarter				Gender		Age				
QG3_10: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation			Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	21%	29%	14%	18%	19%	22%	25%	21%	21%	19%	24%	20%	18%	21%	
	Weighted counts	1,283	777	506	280	316	324	362	630	653	159	482	397	139	106	
	Column Comparisons	-	B				a	A b				d				
Fairly satisfied	% within column	36%	38%	36%	40%	36%	34%	36%	35%	38%	42%	39%	35%	34%	28%	
	Weighted counts	2,236	994	1,242	625	588	501	522	1,060	1,176	357	797	678	264	140	
	Column Comparisons	-			c		d				c d E	c d E	e	e		
Neither satisfied nor dissatisfied	% within column	28%	18%	37%	28%	31%	30%	25%	30%	27%	24%	24%	32%	34%	33%	
	Weighted counts	1,746	464	1,282	444	499	443	360	901	845	205	479	629	265	168	
	Column Comparisons	-		A		d	d		b				A B	A B	a B	
Fairly dissatisfied	% within column	3%	2%	4%	3%	3%	2%	4%	3%	3%	4%	4%	2%	2%	3%	
	Weighted counts	194	45	149	48	52	36	58	97	97	35	86	40	17	16	
	Column Comparisons	-		A							c	c				
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%	
	Weighted counts	64	20	44	19	20	14	12	39	25	13	27	19	5	0	
	Column Comparisons	-														
Don't know	% within column	10%	13%	8%	10%	9%	11%	10%	9%	11%	10%	8%	10%	12%	15%	
	Weighted counts	608	336	271	151	154	160	143	278	330	90	152	198	91	76	
	Column Comparisons	-	B										b	b	B c	
NET: Satisfied	% within column	57%	67%	50%	58%	55%	56%	61%	56%	58%	60%	63%	55%	52%	49%	
	Weighted counts	3,519	1,771	1,748	905	904	826	884	1,690	1,829	516	1,278	1,075	403	246	
	Column Comparisons	-	B								c d E	C D E	e			
NET: Dissatisfied	% within column	4%	2%	6%	4%	4%	3%	5%	5%	4%	6%	6%	3%	3%	3%	
	Weighted counts	258	65	193	67	72	50	70	136	122	48	113	59	22	16	
	Column Comparisons	-		A							c d	c d				
Effective Column n	% within column															
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QG3_10: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Very satisfied	% within column	18%	19%	22%	24%	21%	20%	21%	16%	19%	30%	21%	20%
	Weighted counts	248	364	281	390	694	588	1,060	57	64	102	904	376
	Column Comparisons				a b						a B C		
Fairly satisfied	% within column	35%	37%	38%	36%	39%	34%	37%	39%	31%	32%	37%	34%
	Weighted counts	485	694	485	572	1,258	966	1,880	141	105	110	1,600	632
	Column Comparisons				B				c d			b	
Neither satisfied nor dissatisfied	% within column	32%	30%	27%	26%	27%	31%	29%	31%	31%	22%	27%	31%
	Weighted counts	435	558	337	416	857	882	1,455	111	105	75	1,164	579
	Column Comparisons	c d					a		D	D			a
Fairly dissatisfied	% within column	4%	3%	3%	2%	4%	3%	3%	4%	4%	2%	3%	3%
	Weighted counts	62	64	41	28	115	72	160	15	13	6	145	49
	Column Comparisons	D	d	d		b							
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	20	19	15	10	42	21	50	5	6	4	45	19
	Column Comparisons												
Don't know	% within column	9%	9%	9%	12%	8%	12%	10%	9%	14%	13%	10%	10%
	Weighted counts	126	174	112	196	265	340	484	34	47	43	414	191
	Column Comparisons				a b c		A						
NET: Satisfied	% within column	53%	56%	60%	60%	60%	54%	58%	55%	50%	62%	59%	55%
	Weighted counts	734	1,058	765	962	1,952	1,554	2,940	198	169	212	2,505	1,008
	Column Comparisons			a	a	B		c			b C	b	
NET: Dissatisfied	% within column	6%	4%	4%	2%	5%	3%	4%	5%	5%	3%	4%	4%
	Weighted counts	81	83	56	38	158	93	210	20	19	10	190	68
	Column Comparisons	D	d	d		b							
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG5: How would you rate your overall satisfaction with Royal Mail?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	36%	48%	28%	35%	35%	37%	38%	38%	35%	32%	38%	36%	36%	37%
	Weighted counts	2,230	1,252	978	556	574	542	558	1,151	1,079	275	769	713	284	190
	Column Comparisons	-	B						b						
Fairly satisfied	% within column	48%	44%	50%	49%	48%	47%	46%	45%	50%	52%	46%	47%	48%	48%
	Weighted counts	2,917	1,161	1,756	771	776	694	677	1,354	1,563	448	926	925	378	240
	Column Comparisons	-		A					a						
Neither satisfied nor dissatisfied	% within column	11%	6%	16%	11%	12%	12%	11%	12%	11%	13%	12%	11%	11%	10%
	Weighted counts	698	153	546	167	197	178	156	357	342	107	233	219	86	53
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	3%	1%	4%	3%	3%	3%	3%	3%	3%	2%	3%	4%	3%	3%
	Weighted counts	191	35	156	54	54	40	44	95	96	13	70	74	21	13
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
	Weighted counts	65	19	46	14	16	19	16	31	34	4	19	23	10	8
	Column Comparisons	-		a											
I don't know	% within column	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%
	Weighted counts	29	17	12	5	13	5	5	16	13	11	6	7	2	2
	Column Comparisons	-													
NET: Satisfied	% within column	84%	92%	78%	85%	83%	84%	85%	83%	85%	84%	84%	83%	85%	85%
	Weighted counts	5,148	2,413	2,735	1,327	1,349	1,236	1,235	2,505	2,642	723	1,695	1,638	662	430
	Column Comparisons	-	B												
NET: Dissatisfied	% within column	4%	2%	6%	4%	4%	4%	4%	4%	4%	2%	4%	5%	4%	4%
	Weighted counts	256	54	203	68	69	58	61	126	130	17	89	97	32	21
	Column Comparisons	-		A									a		
Effective Column n	% within column														
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390
	Column Comparisons														
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QG5: How would you rate your overall satisfaction with Royal Mail?													
Very satisfied	% within column	32%	36%	40%	38%	37%	36%	36%	30%	36%	47%	36%	36%
	Weighted counts	442	678	504	606	1,204	1,021	1,837	109	124	161	1,558	670
	Column Comparisons			a	a					b	a B C		
Fairly satisfied	% within column	51%	49%	45%	46%	47%	48%	48%	54%	46%	39%	48%	47%
	Weighted counts	700	911	569	738	1,521	1,388	2,435	195	156	132	2,041	871
	Column Comparisons	c						d	c D	d			
Neither satisfied nor dissatisfied	% within column	10%	12%	11%	12%	11%	11%	12%	10%	11%	11%	11%	12%
	Weighted counts	143	216	142	197	368	319	585	37	38	38	481	215
	Column Comparisons												
Fairly dissatisfied	% within column	4%	3%	3%	3%	3%	3%	3%	4%	3%	2%	3%	4%
	Weighted counts	62	48	32	49	99	88	155	16	12	8	122	69
	Column Comparisons												
Very dissatisfied	% within column	2%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%
	Weighted counts	26	11	13	16	31	34	50	5	9	2	50	15
	Column Comparisons	b								d			
I don't know	% within column	0%	1%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%
	Weighted counts	4	9	10	5	8	19	27	1	1	0	21	6
	Column Comparisons						a						
NET: Satisfied	% within column	83%	85%	84%	83%	84%	84%	84%	84%	82%	86%	84%	83%
	Weighted counts	1,142	1,589	1,073	1,344	2,725	2,408	4,271	304	280	293	3,599	1,541
	Column Comparisons												
NET: Dissatisfied	% within column	6%	3%	4%	4%	4%	4%	4%	6%	6%	3%	4%	5%
	Weighted counts	87	59	46	65	130	122	205	20	20	10	172	84
	Column Comparisons	B c d											
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base	Column Comparisons												
	Weighted counts	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base	Column Comparisons												
	Weighted counts	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)					Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+
		Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years	years
Very satisfied	% within column	39%	50%	30%	39%	37%	39%	40%	40%	38%	33%	40%	39%	39%	40%
	Weighted counts	2,364	1,328	1,036	604	608	574	578	1,189	1,175	282	804	771	304	202
	Column Comparisons	-	B									a	a		
Fairly satisfied	% within column	48%	42%	52%	47%	48%	47%	47%	46%	49%	52%	47%	47%	48%	47%
	Weighted counts	2,917	1,116	1,801	744	787	698	689	1,381	1,536	448	946	913	371	238
	Column Comparisons	-		A						a					
Neither satisfied nor dissatisfied	% within column	10%	5%	14%	11%	11%	10%	9%	11%	10%	11%	11%	10%	10%	9%
	Weighted counts	625	130	496	166	172	151	136	318	307	97	214	196	74	44
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	2%	1%	3%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%
	Weighted counts	130	28	102	34	37	31	29	62	68	11	42	53	18	6
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	2%
	Weighted counts	51	15	36	13	14	11	12	24	27	3	9	21	9	8
	Column Comparisons	-													
I don't know	% within column	1%	1%	1%	0%	1%	1%	1%	1%	0%	2%	0%	0%	1%	1%
	Weighted counts	44	20	24	6	11	14	13	29	15	17	8	8	5	7
	Column Comparisons	-							b		b c				b c
NET: Satisfied	% within column	86%	93%	81%	86%	86%	86%	87%	86%	87%	85%	86%	86%	86%	87%
	Weighted counts	5,281	2,444	2,837	1,348	1,395	1,271	1,267	2,571	2,710	730	1,750	1,685	676	441
	Column Comparisons	-	B												
NET: Dissatisfied	% within column	3%	2%	4%	3%	3%	3%	3%	3%	3%	2%	3%	4%	3%	3%
	Weighted counts	181	43	138	47	51	42	41	86	95	14	51	74	27	14
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390
Unweighted base	Column Comparisons														
		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)													
Very satisfied	% within column	35%	38%	42%	40%	39%	38%	39%	30%	37%	47%	38%	39%
	Weighted counts	484	704	529	647	1,271	1,090	1,968	109	125	162	1,640	722
	Column Comparisons			a				b		b	a B C		
Fairly satisfied	% within column	50%	49%	46%	46%	47%	48%	47%	56%	48%	40%	48%	46%
	Weighted counts	687	916	579	735	1,525	1,380	2,415	205	163	135	2,059	853
	Column Comparisons							d	a c D	d			
Neither satisfied nor dissatisfied	% within column	10%	10%	9%	11%	10%	10%	10%	9%	11%	10%	10%	11%
	Weighted counts	139	194	119	172	329	286	520	33	36	35	427	198
	Column Comparisons												
Fairly dissatisfied	% within column	2%	2%	2%	3%	2%	2%	2%	3%	3%	2%	2%	3%
	Weighted counts	32	35	21	42	73	57	105	11	9	6	81	49
	Column Comparisons												
Very dissatisfied	% within column	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	23	8	8	12	18	32	41	3	5	2	35	15
	Column Comparisons	b					a						
I don't know	% within column	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%
	Weighted counts	11	17	14	3	16	23	40	1	2	1	31	9
	Column Comparisons			d									
NET: Satisfied	% within column	85%	86%	87%	86%	87%	86%	86%	87%	85%	87%	87%	85%
	Weighted counts	1,172	1,620	1,108	1,382	2,796	2,471	4,383	314	288	297	3,698	1,575
	Column Comparisons												
NET: Dissatisfied	% within column	4%	2%	2%	3%	3%	3%	3%	4%	4%	2%	3%	3%
	Weighted counts	54	42	29	54	91	89	146	14	14	8	116	65
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons												
Unweighted base		1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Section H: Reported Experience

Ofcom Residential Postal Tracker (July 2016 - June 2017)

								Demographics									
QH1_1: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Lost mail		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	12%	6%	16%	12%	11%	12%	13%	11%	13%	14%	13%	13%	9%	5%	14%	12%
	Weighted counts	731	166	565	188	172	182	189	326	405	122	258	254	74	24	192	224
	Column Comparisons	-		A						a	d E	E	d E	e			
No	% within column	82%	92%	75%	82%	83%	82%	82%	83%	82%	80%	83%	82%	83%	87%	80%	82%
	Weighted counts	5,053	2,417	2,636	1,291	1,352	1,212	1,198	2,503	2,550	690	1,671	1,601	651	441	1,098	1,536
	Column Comparisons	-		B													
I don't know	% within column	6%	2%	8%	6%	6%	6%	5%	6%	5%	5%	5%	5%	7%	8%	6%	6%
	Weighted counts	347	53	294	88	105	84	70	175	172	46	95	108	57	42	86	113
	Column Comparisons	-		A													
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QH1_1: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Lost mail		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
Yes	% within column	11%	11%	13%	11%	12%	13%	12%	10%	12%
	Weighted counts	140	175	422	303	611	46	40	34	514
	Column Comparisons			b						
No	% within column	84%	84%	83%	82%	82%	81%	82%	87%	82%
	Weighted counts	1,073	1,346	2,675	2,360	4,184	295	278	296	3,515
	Column Comparisons	a						b c		
I don't know	% within column	5%	6%	4%	7%	6%	6%	6%	3%	5%
	Weighted counts	57	90	135	206	294	22	22	10	243
	Column Comparisons				A		d	d		
Effective Column n		913	1,148	2,254	2,135	2,776	567	541	525	2,882
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

								Demographics									
QH1_2: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	13%	6%	18%	13%	14%	11%	12%	12%	13%	14%	15%	12%	9%	7%	15%	12%
	Weighted counts	770	149	621	203	226	169	173	368	402	123	298	240	74	35	203	220
	Column Comparisons	-		A							d E	d E	e				
No	% within column	86%	94%	80%	86%	84%	87%	87%	86%	86%	82%	83%	87%	90%	92%	84%	87%
	Weighted counts	5,273	2,478	2,795	1,343	1,376	1,287	1,267	2,591	2,681	706	1,689	1,706	705	467	1,153	1,628
	Column Comparisons	-	B										a b	A B c	A B c		
I don't know	% within column	1%	0%	2%	1%	2%	2%	1%	1%	1%	3%	2%	1%	0%	1%	1%	1%
	Weighted counts	88	10	78	21	27	22	17	45	44	29	36	16	3	4	20	26
	Column Comparisons	-		A							C D e	c d					
% within column																	
Effective Column n	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Column Comparisons																	
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QH1_2: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
Yes	% within column	11%	13%	14%	11%	12%	14%	15%	11%	12%	13%
	Weighted counts	144	203	439	329	630	50	52	37	530	238
	Column Comparisons			b							
No	% within column	87%	86%	85%	87%	86%	85%	83%	88%	86%	86%
	Weighted counts	1,105	1,387	2,754	2,494	4,383	309	281	300	3,677	1,588
	Column Comparisons								c		
I don't know	% within column	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%
	Weighted counts	21	21	38	46	76	4	6	3	65	21
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

								Demographics									
QH1_3: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	19%	11%	26%	19%	20%	19%	19%	18%	21%	24%	21%	19%	17%	12%	23%	19%
	Weighted counts	1,185	294	891	305	325	280	276	534	651	203	421	369	131	61	313	358
	Column Comparisons	-		A						a	c d E	E	e			c d	
No	% within column	75%	86%	66%	75%	74%	75%	75%	76%	73%	71%	74%	75%	76%	80%	70%	75%
	Weighted counts	4,574	2,274	2,300	1,171	1,206	1,104	1,093	2,284	2,289	608	1,503	1,466	592	404	964	1,405
	Column Comparisons	-	B						b						a		a
I don't know	% within column	6%	3%	9%	6%	6%	6%	6%	6%	6%	5%	5%	6%	7%	8%	7%	6%
	Weighted counts	372	69	303	91	99	94	88	186	186	47	99	127	58	41	99	110
	Column Comparisons	-		A													
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics								
		SEG		Working status		UK nation			Rurality	
QH1_3: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales Ireland	Urban	Rural
Yes	% within column	18%	18%	20%	18%	19%	20%	21%	17%	19%
	Weighted counts	224	290	653	528	982	74	71	58	828
	Column Comparisons									
No	% within column	77%	76%	75%	74%	75%	74%	72%	79%	74%
	Weighted counts	978	1,227	2,422	2,133	3,793	267	245	269	3,180
	Column Comparisons	a	a						c	
I don't know	% within column	5%	6%	5%	7%	6%	6%	7%	4%	6%
	Weighted counts	69	94	157	208	314	21	23	13	264
	Column Comparisons				A					
Effective Column n		913	1,148	2,254	2,135	2,776	567	541	525	2,882
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273
Columns		C	D	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH1_4: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	37%	27%	44%	38%	38%	37%	35%	35%	39%	29%	34%	41%	42%	40%	43%	36%
	Weighted counts	2,261	713	1,548	597	611	540	513	1,052	1,209	246	682	807	325	201	594	677
	Column Comparisons	-		A						a			A B	A b	A	b C D	
No	% within column	61%	72%	53%	60%	61%	61%	64%	63%	60%	68%	64%	58%	58%	59%	56%	62%
	Weighted counts	3,764	1,911	1,853	941	990	907	926	1,898	1,866	585	1,296	1,132	454	298	768	1,167
	Column Comparisons	-	B						b		C D e	c d					a
I don't know	% within column	2%	0%	3%	2%	2%	2%	1%	2%	2%	3%	2%	1%	0%	2%	1%	2%
	Weighted counts	106	12	94	29	28	31	18	54	52	28	45	23	3	8	14	29
	Column Comparisons	-		A							c d	d					
Effective Column n																	
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH1_4: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	% within column	33%	35%	35%	39%	36%	43%	47%	27%	36%	38%
	Weighted counts	418	571	1,125	1,121	1,851	157	160	92	1,558	701
	Column Comparisons				a	d	a D	a D			
No	% within column	65%	62%	64%	59%	62%	56%	51%	72%	62%	61%
	Weighted counts	825	1,004	2,062	1,690	3,142	201	174	247	2,640	1,117
	Column Comparisons	A	a	B		c			a B C		
I don't know	% within column	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%
	Weighted counts	27	36	44	57	95	4	5	2	75	28
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH1_5: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with

Yes

% within column

Weighted counts

Column Comparisons

No

% within column

Weighted counts

Column Comparisons

I don't know

% within column

Weighted counts

Column Comparisons

% within column

Effective Column n

Weighted counts

Column Comparisons

Unweighted base

Weighted base

Columns

		Demographics														
Methodology			Quarter				Gender		Age					SEG		
			Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+			
Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years	years	AB	C1	
6%	3%	9%	7%	7%	5%	6%	7%	6%	9%	8%	5%	4%	3%	6%	6%	
393	86	306	108	113	80	92	202	191	76	166	106	30	13	87	118	
-		A							c D E	c D E	e					
90%	96%	86%	90%	90%	91%	91%	90%	90%	87%	88%	92%	93%	95%	90%	90%	
5,538	2,531	3,007	1,409	1,459	1,350	1,320	2,712	2,826	744	1,789	1,796	726	482	1,243	1,682	
-	B										a b	A b	A B c			
3%	1%	5%	3%	3%	3%	3%	3%	4%	4%	3%	3%	3%	2%	3%	4%	
200	19	182	51	57	47	45	90	110	38	68	59	25	10	46	73	
-		A														
4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337	
6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849	
6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH1_5: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	% within column	6%	7%	8%	5%	6%	7%	8%	6%	7%	6%
	Weighted counts	79	109	252	139	322	24	27	20	285	108
	Column Comparisons			B							
No	% within column	91%	90%	89%	92%	90%	90%	90%	92%	90%	91%
	Weighted counts	1,156	1,457	2,886	2,629	4,594	325	305	314	3,845	1,686
	Column Comparisons			a							
I don't know	% within column	3%	3%	3%	4%	3%	4%	2%	2%	3%	3%
	Weighted counts	36	45	93	100	172	13	8	6	143	53
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH1_6: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	22%	16%	27%	22%	23%	22%	23%	22%	23%	26%	25%	22%	16%	14%	25%	22%
	Weighted counts	1,362	412	950	344	372	318	328	651	710	221	513	426	129	72	345	417
	Column Comparisons	-		A							D E	c D E	d e				
No	% within column	75%	83%	69%	75%	74%	76%	76%	75%	75%	70%	72%	77%	82%	83%	72%	75%
	Weighted counts	4,613	2,193	2,419	1,183	1,212	1,117	1,101	2,266	2,347	598	1,451	1,507	637	421	989	1,409
	Column Comparisons	-	B										A b	A B c	A B c		
I don't know	% within column	3%	1%	4%	3%	3%	3%	2%	3%	2%	5%	3%	1%	2%	3%	3%	3%
	Weighted counts	157	31	125	40	45	43	28	87	69	40	59	29	16	13	42	47
	Column Comparisons	-		A							C d	c					
Effective Column n																	
		Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011
		Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH1_6: In the last 12 months, have you experienced problems with Royal Mail's service in terms of... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	<i>% within column</i>	21%	21%	25%	19%	22%	25%	28%	16%	23%	20%
	<i>Weighted counts</i>	263	337	800	550	1,124	90	94	54	995	366
	<i>Column Comparisons</i>			B			D	D		b	
No	<i>% within column</i>	77%	77%	73%	78%	75%	73%	70%	82%	74%	78%
	<i>Weighted counts</i>	973	1,241	2,354	2,244	3,832	264	236	281	3,173	1,433
	<i>Column Comparisons</i>		a		A				a B C		a
I don't know	<i>% within column</i>	3%	2%	2%	3%	3%	2%	3%	2%	2%	3%
	<i>Weighted counts</i>	34	33	77	75	133	8	10	6	104	47
	<i>Column Comparisons</i>										
Effective Column n											
Unweighted base	<i>% within column</i>										
	<i>Weighted counts</i>	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
Unweighted base											
Weighted base	<i>% within column</i>										
	<i>Weighted counts</i>	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base											
Columns	<i>% within column</i>										
	<i>Weighted counts</i>	1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

								Demographics									
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	10%	5%	13%	10%	10%	9%	10%	9%	10%	10%	12%	10%	7%	6%	12%	9%
	Weighted counts	598	132	466	161	158	131	147	275	323	85	235	189	57	31	161	170
	Column Comparisons	-		A								d e					
No	% within column	89%	95%	85%	88%	89%	89%	89%	90%	88%	87%	87%	90%	92%	93%	87%	90%
	Weighted counts	5,456	2,493	2,962	1,386	1,452	1,321	1,296	2,689	2,767	744	1,761	1,759	721	471	1,200	1,679
	Column Comparisons	-	B											a b	a b		
Don't know	% within column	1%	0%	2%	1%	1%	2%	1%	1%	1%	3%	1%	1%	0%	1%	1%	1%
	Weighted counts	77	11	67	19	18	25	14	41	37	30	27	13	4	4	16	25
	Column Comparisons	-		A							b C D e						
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Yes	<i>% within column</i>	9%	9%	12%	8%	10%	10%	11%	7%	10%	10%
	<i>Weighted counts</i>	120	147	374	220	500	36	38	23	411	186
	<i>Column Comparisons</i>			B				d			
No	<i>% within column</i>	89%	90%	87%	91%	89%	89%	88%	92%	89%	89%
	<i>Weighted counts</i>	1,128	1,449	2,815	2,618	4,523	322	298	313	3,811	1,637
	<i>Column Comparisons</i>			A							
Don't know	<i>% within column</i>	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	<i>Weighted counts</i>	22	16	42	31	65	5	3	4	50	24
	<i>Column Comparisons</i>										
Effective Column n	<i>% within column</i>										
	<i>Weighted counts</i>	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	<i>Column Comparisons</i>										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																		
		Method- ology		Quarter				Gender		Age					SEG				Work- ing status	
																				Work- ing
QH3: Did you make a complaint to Royal Mail?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	
No	% within column	9%	8%	10%	10%	9%	11%	8%	10%	9%	14%	9%	10%	6%	**	7%	11%	6%	12%	10%
	Weighted counts	56	10	46	16	14	15	11	28	29	12	21	19	3		12	19	7	18	36
	Column Comparisons	-																		
Yes – by telephone	% within column	27%	38%	24%	29%	29%	26%	25%	29%	26%	30%	25%	25%	35%	**	30%	21%	30%	31%	25%
	Weighted counts	164	50	114	46	46	35	37	80	84	25	60	48	20		48	35	36	45	93
	Column Comparisons	-	b																	
Yes – by email	% within column	23%	11%	27%	27%	17%	25%	24%	23%	23%	20%	29%	21%	17%	**	25%	17%	28%	25%	25%
	Weighted counts	139	14	125	44	27	32	36	64	75	17	69	40	10		40	29	34	36	92
	Column Comparisons	-		A																
Yes – in person (e.g. to the postman/woman)	% within column	14%	26%	11%	11%	19%	14%	13%	13%	16%	7%	12%	20%	12%	**	13%	18%	14%	12%	14%
	Weighted counts	86	34	52	18	30	18	20	35	50	6	27	38	7		21	31	16	18	51
	Column Comparisons	-	B																	
Yes – by letter	% within column	7%	2%	9%	5%	6%	5%	13%	8%	7%	10%	6%	7%	11%	**	7%	9%	7%	6%	7%
	Weighted counts	44	3	41	8	10	7	19	21	23	9	13	13	6		11	15	8	9	26
	Column Comparisons	-		a																
Yes – on an online web forum	% within column	7%	6%	8%	8%	7%	7%	7%	7%	7%	8%	10%	7%	2%	**	7%	9%	8%	6%	9%
	Weighted counts	44	8	36	13	11	10	10	20	24	7	23	13	1		12	15	9	9	35
	Column Comparisons	-																		b
Yes – by other means	% within column	6%	9%	6%	6%	7%	8%	6%	5%	7%	3%	3%	8%	16%	**	6%	9%	3%	7%	5%
	Weighted counts	38	12	26	9	11	10	8	14	24	2	7	15	9		9	15	3	10	18
	Column Comparisons	-												a b						
Yes – via social media (Facebook, Twitter, etc)	% within column	4%	2%	5%	5%	5%	3%	4%	5%	4%	8%	7%	2%	0%	**	5%	6%	5%	1%	6%
	Weighted counts	27	2	24	8	8	4	6	13	14	7	16	4	0		8	11	6	1	23
	Column Comparisons	-																		b
NET: Yes	% within column	91%	92%	90%	90%	91%	89%	92%	90%	91%	86%	91%	90%	94%	**	93%	89%	94%	88%	90%
	Weighted counts	541	122	419	145	144	117	135	247	294	73	215	171	54		149	151	113	129	338
	Column Comparisons	-																		
Effective Column n	% within column																			
	Weighted counts	473	71	402	125	132	106	110	212	261	61	185	150	49	29	125	132	96	120	291
	Column Comparisons																			
Unweighted base		630	94	536	167	176	141	146	283	347	81	246	200	65	38	166	176	128	160	387

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

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		Demographics						
		Work- ing status	UK nation				Rurality	
		Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QH3: Did you make a complaint to Royal Mail?	% within column	8%	8%	17%	16%	19%	8%	12%
No	Weighted counts	19	40	6	6	4	34	23
	Column Comparisons							
	% within column	32%	27%	30%	22%	32%	27%	28%
Yes – by telephone	Weighted counts	70	137	11	8	7	111	52
	Column Comparisons							
	% within column	21%	24%	15%	22%	13%	23%	23%
Yes – by email	Weighted counts	47	122	6	8	3	96	43
	Column Comparisons							
	% within column	15%	15%	15%	12%	11%	14%	14%
Yes – in person (e.g. to the postman/woman)	Weighted counts	33	73	5	4	3	59	26
	Column Comparisons							
	% within column	8%	8%	6%	4%	10%	8%	6%
Yes – by letter	Weighted counts	19	38	2	2	2	34	11
	Column Comparisons							
	% within column	4%	7%	6%	7%	9%	8%	7%
Yes – on an online web forum	Weighted counts	9	37	2	3	2	31	13
	Column Comparisons							
	% within column	9%	6%	9%	10%	4%	5%	8%
Yes – by other means	Weighted counts	20	30	3	4	1	22	15
	Column Comparisons							
	% within column	2%	5%	1%	7%	2%	6%	2%
Yes – via social media (Facebook, Twitter, etc)	Weighted counts	4	23	0	3	1	23	4
	Column Comparisons							
	% within column	92%	92%	83%	84%	81%	92%	88%
NET: Yes	Weighted counts	202	460	30	32	19	377	164
	Column Comparisons							
	% within column							
Effective Column n	Weighted counts	181	306	62	65	41	305	167
	Column Comparisons							

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

	Demographics																		
	Method-ology			Quarter				Gender		Age					SEG				Work- ing status
	Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
QH3: Did you make a complaint to Royal Mail?																			
Unweighted base	630	94	536	167	176	141	146	283	347	81	246	200	65	38	166	176	128	160	387
Weighted base	598	132	466	161	158	131	147	275	323	85	235	189	57	31	161	170	120	147	374
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH3: Did you make a complaint to Royal Mail?	Demographics						
	Work- ing status	UK nation				Rurality	
	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Unweighted base	241	407	83	86	54	406	223
Weighted base	220	500	36	38	23	411	186
Columns	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
QH4: Where did you find information about how to make a complaint, or did you not need this information?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
On Royal Mail's website	% within column	56%	35%	63%	63%	50%	51%	61%	62%	52%	61%	66%	53%	33%	**	63%	55%	57%	50%
	Weighted counts	306	43	263	91	72	60	82	152	154	45	141	91	17		94	82	65	65
	Column Comparisons	-		A							d	D e	d						
Didn't need this information	% within column	19%	25%	17%	19%	25%	16%	16%	19%	20%	25%	14%	18%	27%	**	24%	19%	18%	14%
	Weighted counts	104	31	73	28	35	18	22	46	57	18	31	31	14		36	29	20	19
	Column Comparisons	-																	
Speaking to someone who works for Royal Mail over the phone	% within column	9%	9%	9%	6%	9%	14%	9%	10%	8%	7%	10%	10%	6%	**	8%	5%	13%	12%
	Weighted counts	50	11	38	8	13	16	12	25	25	5	22	17	3		12	7	15	16
	Column Comparisons	-																	
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	10%	20%	7%	7%	12%	11%	9%	7%	12%	2%	7%	14%	13%	**	3%	12%	11%	13%
	Weighted counts	52	24	28	10	17	12	12	18	34	1	14	24	7		5	17	13	17
	Column Comparisons	-	B																
Another way	% within column	6%	10%	5%	3%	4%	10%	6%	3%	8%	2%	4%	7%	16%	**	4%	7%	3%	9%
	Weighted counts	31	12	19	4	6	12	9	7	24	2	8	12	9		5	10	3	12
	Column Comparisons	-								a				b					
I don't know	% within column	2%	3%	2%	3%	1%	2%	1%	3%	2%	4%	2%	0%	6%	**	1%	5%	1%	0%
	Weighted counts	11	4	7	5	2	2	2	6	5	3	5	0	3		2	8	1	0
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	421	65	356	109	119	94	100	187	234	51	162	136	45	27	112	116	89	104
	Column Comparisons																		
Unweighted base		557	86	471	144	157	124	132	248	309	68	214	180	59	36	148	154	118	137
Weighted base		541	122	419	145	144	117	135	247	294	73	215	171	54	30	149	151	113	129
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Not working	Working	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QH4: Where did you find information about how to make a complaint, or did you not need this information?									
On Royal Mail's website	% within column	62%	48%	56%	61%	58%	**	57%	55%
	Weighted counts	208	98	258	18	19		216	90
	Column Comparisons	b							
Didn't need this information	% within column	16%	24%	19%	22%	24%	**	18%	21%
	Weighted counts	53	49	86	6	8		68	35
	Column Comparisons	a							
Speaking to someone who works for Royal Mail over the phone	% within column	11%	6%	9%	10%	9%	**	9%	9%
	Weighted counts	37	13	41	3	3		35	15
	Column Comparisons								
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	8%	12%	10%	8%	6%	**	8%	14%
	Weighted counts	28	24	46	2	2		30	23
	Column Comparisons								
Another way	% within column	4%	8%	7%	1%	1%	**	7%	3%
	Weighted counts	14	17	30	0	0		26	5
	Column Comparisons								
I don't know	% within column	2%	1%	2%	1%	2%	**	3%	0%
	Weighted counts	8	3	10	0	1		10	1
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	256	164	283	51	54	33	274	146
	Column Comparisons								
Unweighted base		339	217	374	68	72	43	363	193
Weighted base		338	202	460	30	32	19	377	164
Columns		A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																			
		Method-ology		Quarter				Gender		Age					SEG				Working status		
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing
Very easy	% within column	28%	37%	26%	34%	30%	23%	25%	31%	26%	37%	28%	23%	27%	**	32%	25%	27%	29%	30%	27%
	Weighted counts	154	46	108	50	43	27	34	76	78	27	61	40	14		48	38	31	37	100	54
	Column Comparisons	-	b																		
Fairly easy	% within column	28%	21%	31%	29%	26%	34%	26%	25%	31%	30%	28%	28%	28%	**	24%	28%	38%	25%	27%	30%
	Weighted counts	154	26	128	42	37	40	35	62	92	22	61	48	15		36	42	43	32	93	61
	Column Comparisons	-																			
Neither easy nor difficult	% within column	15%	9%	16%	12%	21%	9%	15%	17%	12%	10%	16%	14%	14%	**	13%	20%	11%	13%	14%	15%
	Weighted counts	79	11	68	17	30	11	21	42	36	7	34	24	8		20	30	12	17	47	30
	Column Comparisons	-																			
Fairly difficult	% within column	15%	16%	14%	11%	12%	21%	17%	14%	15%	11%	17%	15%	14%	**	10%	17%	11%	20%	14%	16%
	Weighted counts	80	19	61	17	17	24	22	35	45	8	37	25	8		15	25	13	26	48	32
	Column Comparisons	-																			
Very difficult	% within column	13%	17%	13%	12%	12%	12%	18%	13%	14%	11%	10%	19%	16%	**	20%	9%	13%	12%	14%	12%
	Weighted counts	73	20	53	18	17	14	24	31	42	8	22	33	9		29	14	14	15	48	24
	Column Comparisons	-																			
I don't know	% within column	0%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%	0%	**	0%	1%	0%	0%	1%	0%
	Weighted counts	3	1	2	1	1	1	0	1	2	1	0	1	0		1	2	0	0	2	1
	Column Comparisons	-																			
NET: Easy	% within column	57%	58%	56%	64%	55%	57%	51%	56%	58%	67%	57%	51%	55%	**	56%	53%	65%	54%	57%	57%
	Weighted counts	307	71	236	92	80	66	69	137	170	49	122	87	30		84	80	74	69	192	115
	Column Comparisons	-																			
NET: Difficult	% within column	28%	32%	27%	24%	23%	33%	34%	27%	29%	22%	28%	34%	30%	**	30%	26%	24%	32%	28%	28%
	Weighted counts	153	40	113	34	34	39	46	67	86	16	59	58	16		45	39	27	42	96	57
	Column Comparisons	-																			
Effective Column n	Weighted counts	421	65	356	109	119	94	100	187	234	51	162	136	45	27	112	116	89	104	256	164
	Column Comparisons																				
Unweighted base		557	86	471	144	157	124	132	248	309	68	214	180	59	36	148	154	118	137	339	217
Weighted base		541	122	419	145	144	117	135	247	294	73	215	171	54	30	149	151	113	129	338	202
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics					
		UK nation				Rurality	
		NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Rural
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?							
Very easy	<i>% within column</i>	29%	19%	28%	**	28%	29%
	<i>Weighted counts</i>	136	6	9		106	48
	<i>Column Comparisons</i>						
Fairly easy	<i>% within column</i>	28%	36%	31%	**	30%	23%
	<i>Weighted counts</i>	127	11	10		115	38
	<i>Column Comparisons</i>						
Neither easy nor difficult	<i>% within column</i>	15%	12%	20%	**	16%	12%
	<i>Weighted counts</i>	68	4	6		59	20
	<i>Column Comparisons</i>						
Fairly difficult	<i>% within column</i>	15%	19%	10%	**	13%	19%
	<i>Weighted counts</i>	68	6	3		50	31
	<i>Column Comparisons</i>						
Very difficult	<i>% within column</i>	13%	12%	9%	**	13%	16%
	<i>Weighted counts</i>	61	4	3		47	26
	<i>Column Comparisons</i>						
I don't know	<i>% within column</i>	0%	1%	2%	**	0%	1%
	<i>Weighted counts</i>	2	0	1		1	2
	<i>Column Comparisons</i>						
NET: Easy	<i>% within column</i>	57%	55%	59%	**	59%	52%
	<i>Weighted counts</i>	263	16	19		220	86
	<i>Column Comparisons</i>						
NET: Difficult	<i>% within column</i>	28%	31%	19%	**	26%	34%
	<i>Weighted counts</i>	128	9	6		97	56
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	283	51	54	33	274	146
	<i>Column Comparisons</i>						
Unweighted base		374	68	72	43	363	193
Weighted base		460	30	32	19	377	164
Columns		A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Work- ing status	
QH6: What was difficult about making the complaint to Royal Mail?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
		58%	**	53%	**	**	**	**	54%	60%	**	57%	60%	**	**	**	**	**	**	61%
Getting through to the right person to speak to		88		61					36	52		34	35							59
		-																		
		35%	**	39%	**	**	**	**	34%	36%	**	40%	24%	**	**	**	**	**	**	33%
Finding out how to make a complaint		54		44					22	31		24	14							32
		-																		
		24%	**	25%	**	**	**	**	28%	22%	**	20%	31%	**	**	**	**	**	**	18%
Other		37		29					18	19		12	18							17
		-																		
		1%	**	1%	**	**	**	**	1%	1%	**	1%	2%	**	**	**	**	**	**	0%
I don't know		2		2					0	1		0	1							0
		-																		
		115	18	97	23	29	29	34	53	62	11	43	42	14	5	30	29	22	34	70
Effective Column n																				
		157	25	132	32	39	40	46	72	85	15	59	57	19	7	41	40	30	46	96
Unweighted base																				
		153	40	113	34	34	39	46	67	86	16	59	58	16	4	45	39	27	42	96
Weighted base																				
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 157; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation				Rurality	
		Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QH6: What was difficult about making the complaint to Royal Mail?								
Getting through to the right person to speak to	% within column	51%	57%	**	**	**	64%	47%
	Weighted counts	29	73				61	27
	Column Comparisons							
Finding out how to make a complaint	% within column	38%	35%	**	**	**	36%	33%
	Weighted counts	21	45				35	18
	Column Comparisons							
Other	% within column	35%	23%	**	**	**	18%	34%
	Weighted counts	20	30				18	19
	Column Comparisons	a						
I don't know	% within column	3%	1%	**	**	**	1%	1%
	Weighted counts	2	1				1	0
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	45	75	16	10	13	69	45
	Column Comparisons							
Unweighted base		61	103	22	14	18	95	62
Weighted base		57	128	9	6	9	97	56
Columns		B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 157; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so; Cells with ** sample size that is smaller than 50.

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled			Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Very satisfied	% within column		15%	18%	14%	15%	16%	13%	16%	16%	15%	20%	17%	13%	8%	**	16%	13%	17%	15%
	Weighted counts		82	22	60	22	23	16	21	39	43	15	36	21	4		24	20	19	19
	Column Comparisons		-																	
Fairly satisfied	% within column		24%	29%	23%	26%	21%	26%	24%	26%	23%	35%	28%	16%	24%	**	27%	28%	25%	17%
	Weighted counts		132	35	97	38	31	31	33	65	68	25	60	28	13		40	42	28	22
	Column Comparisons		-																	
Neither satisfied nor dissatisfied	% within column		17%	10%	19%	19%	16%	14%	17%	16%	18%	18%	15%	15%	21%	**	11%	23%	19%	16%
	Weighted counts		92	12	80	28	23	17	24	39	53	13	33	26	11		16	34	21	20
	Column Comparisons		-		a															
Fairly dissatisfied	% within column		20%	11%	22%	18%	21%	17%	22%	19%	20%	13%	22%	19%	22%	**	19%	16%	15%	28%
	Weighted counts		106	13	93	27	30	19	30	46	60	10	48	32	12		29	24	17	36
	Column Comparisons		-		a															
Very dissatisfied	% within column		22%	32%	20%	19%	24%	27%	19%	23%	22%	12%	16%	36%	25%	**	26%	19%	24%	22%
	Weighted counts		121	39	83	28	35	32	26	57	65	9	34	62	13		38	28	27	29
	Column Comparisons		-	b										a B						
Don't know	% within column		1%	1%	2%	1%	1%	2%	1%	1%	2%	2%	2%	0%	0%	**	1%	2%	1%	2%
	Weighted counts		8	2	6	2	2	3	2	2	6	1	5	1	0		2	2	1	2
	Column Comparisons		-																	
NET: Satisfied	% within column		40%	47%	38%	42%	37%	40%	40%	42%	38%	55%	45%	29%	32%	**	43%	41%	42%	32%
	Weighted counts		214	57	157	61	53	46	54	103	111	40	96	49	17		64	62	47	41
	Column Comparisons		-									c	c							
NET: Dissatisfied	% within column		42%	42%	42%	38%	45%	44%	41%	42%	42%	26%	38%	55%	47%	**	45%	35%	39%	50%
	Weighted counts		228	52	176	55	65	51	56	103	125	19	81	94	25		67	52	44	65
	Column Comparisons		-										a b							
Effective Column n																				
			421	65	356	109	119	94	100	187	234	51	162	136	45	27	112	116	89	104
			Column Comparisons																	
Unweighted base			557	86	471	144	157	124	132	248	309	68	214	180	59	36	148	154	118	137
Weighted base			541	122	419	145	144	117	135	247	294	73	215	171	54	30	149	151	113	129
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled		Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	N. Irel- and	Urb- an	Rural
Very satisfied	% within column	17%	13%	16%	7%	12%	**	14%
	Weighted counts	57	25	74	2	4		52
	Column Comparisons							30
Fairly satisfied	% within column	23%	27%	25%	21%	22%	**	28%
	Weighted counts	77	55	115	6	7		107
	Column Comparisons							24
Neither satisfied nor dissatisfied	% within column	17%	15%	17%	16%	22%	**	18%
	Weighted counts	59	31	77	5	7		68
	Column Comparisons							24
Fairly dissatisfied	% within column	20%	19%	20%	21%	19%	**	19%
	Weighted counts	68	38	91	6	6		71
	Column Comparisons							35
Very dissatisfied	% within column	21%	24%	21%	30%	24%	**	20%
	Weighted counts	72	49	98	9	8		75
	Column Comparisons							46
Don't know	% within column	1%	2%	1%	5%	0%	**	1%
	Weighted counts	5	3	6	2	0		4
	Column Comparisons							4
NET: Satisfied	% within column	40%	40%	41%	28%	34%	**	42%
	Weighted counts	134	80	189	8	11		159
	Column Comparisons							54
NET: Dissatisfied	% within column	42%	43%	41%	50%	44%	**	39%
	Weighted counts	140	87	189	15	14		146
	Column Comparisons							81
Effective Column n	% within column							a
	Weighted counts	256	164	283	51	54	33	274
	Column Comparisons							146
Unweighted base		339	217	374	68	72	43	363
Weighted base		338	202	460	30	32	19	377
Columns		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint			Demographics																
			Method-ology		Quarter				Gender		Age					SEG			
			Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2
Very satisfied	% within column	15%	17%	15%	15%	14%	18%	16%	18%	13%	28%	16%	12%	6%	**	13%	14%	22%	14%
	Weighted counts	83	21	62	22	19	21	21	45	39	20	34	21	3		19	22	25	18
	Column Comparisons	-																	
Fairly satisfied	% within column	22%	22%	22%	28%	18%	23%	19%	19%	25%	23%	25%	16%	22%	**	26%	21%	20%	20%
	Weighted counts	120	27	92	40	26	27	26	47	73	17	54	27	12		39	32	23	26
	Column Comparisons	-																	
Neither satisfied nor dissatisfied	% within column	19%	15%	20%	20%	23%	12%	18%	19%	18%	19%	21%	16%	20%	**	12%	26%	20%	15%
	Weighted counts	100	18	82	28	33	15	25	46	54	14	45	27	11		18	39	23	20
	Column Comparisons	-																	
Fairly dissatisfied	% within column	19%	16%	20%	19%	16%	18%	23%	19%	19%	13%	20%	20%	21%	**	23%	15%	11%	25%
	Weighted counts	102	19	83	28	22	21	31	47	55	10	42	34	11		34	23	13	32
	Column Comparisons	-																	
Very dissatisfied	% within column	23%	28%	21%	18%	26%	26%	22%	23%	23%	13%	17%	33%	29%	**	24%	20%	25%	23%
	Weighted counts	124	34	89	26	37	31	30	57	66	10	36	57	16		36	31	28	29
	Column Comparisons	-											a b						
Don't know	% within column	2%	2%	2%	1%	4%	3%	2%	2%	3%	4%	2%	3%	0%	**	2%	3%	1%	3%
	Weighted counts	13	3	10	1	5	3	3	5	8	3	4	5	0		3	4	1	4
	Column Comparisons	-																	
NET: Satisfied	% within column	37%	39%	37%	43%	32%	41%	35%	37%	38%	51%	41%	28%	28%	**	39%	36%	43%	33%
	Weighted counts	203	48	155	62	46	48	47	92	111	37	87	48	15		58	54	48	43
	Column Comparisons	-									c								
NET: Dissatisfied	% within column	42%	44%	41%	37%	42%	44%	45%	42%	41%	26%	36%	53%	51%	**	47%	36%	36%	48%
	Weighted counts	226	54	172	54	60	52	61	104	122	19	78	91	27		70	54	41	62
	Column Comparisons	-											a b	a					
Effective Column n	% within column																		
	Weighted counts	421	65	356	109	119	94	100	187	234	51	162	136	45	27	112	116	89	104
	Column Comparisons																		
Unweighted base		557	86	471	144	157	124	132	248	309	68	214	180	59	36	148	154	118	137
Weighted base		541	122	419	145	144	117	135	247	294	73	215	171	54	30	149	151	113	129
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		Working status		UK nation			Rurality		
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint		Not working	Working	NET: England	NET: Scotland	N. Wales	Ireland	Urban	Rural
Very satisfied	% within column	18%	11%	16%	9%	13%	**	14%	17%
	Weighted counts	60	23	74	3	4		54	28
	Column Comparisons								
Fairly satisfied	% within column	20%	27%	23%	13%	20%	**	26%	14%
	Weighted counts	66	54	106	4	7		96	23
	Column Comparisons							b	
Neither satisfied nor dissatisfied	% within column	19%	17%	19%	16%	21%	**	20%	15%
	Weighted counts	64	34	85	5	7		75	25
	Column Comparisons								
Fairly dissatisfied	% within column	20%	18%	18%	28%	18%	**	19%	19%
	Weighted counts	66	36	85	8	6		71	31
	Column Comparisons								
Very dissatisfied	% within column	22%	25%	22%	28%	24%	**	19%	31%
	Weighted counts	74	50	101	9	8		72	51
	Column Comparisons							a	
Don't know	% within column	2%	3%	2%	6%	4%	**	2%	3%
	Weighted counts	7	5	8	2	1		8	5
	Column Comparisons								
NET: Satisfied	% within column	37%	38%	39%	22%	33%	**	40%	31%
	Weighted counts	126	76	180	6	11		151	51
	Column Comparisons								
NET: Dissatisfied	% within column	41%	43%	40%	56%	42%	**	38%	51%
	Weighted counts	140	86	186	17	14		143	83
	Column Comparisons							a	
Effective Column n	% within column								
	Weighted counts	256	164	283	51	54	33	274	146
	Column Comparisons								
Unweighted base		339	217	374	68	72	43	363	193
Weighted base		338	202	460	30	32	19	377	164
Columns		A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint			Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Very satisfied	% within column	16%	22%	15%	19%	14%	19%	14%	17%	16%	26%	17%	12%	14%	**	15%	17%	18%	16%	
	Weighted counts	89	26	63	27	21	22	19	41	48	19	37	20	8		23	26	20	20	
	Column Comparisons	-																		
Fairly satisfied	% within column	19%	14%	21%	18%	21%	17%	21%	18%	20%	25%	24%	14%	7%	**	15%	21%	23%	18%	
	Weighted counts	104	18	86	26	31	20	28	45	60	18	52	24	4		23	32	26	23	
	Column Comparisons	-																		
Neither satisfied nor dissatisfied	% within column	20%	13%	22%	26%	25%	10%	19%	21%	20%	19%	21%	20%	15%	**	19%	25%	17%	20%	
	Weighted counts	110	16	94	38	35	12	25	52	58	14	46	35	8		28	37	20	25	
	Column Comparisons	-		a	c	c														
Fairly dissatisfied	% within column	19%	19%	20%	19%	15%	25%	20%	19%	20%	12%	20%	19%	29%	**	20%	18%	18%	21%	
	Weighted counts	105	23	82	28	22	29	27	46	59	9	44	32	15		30	27	21	28	
	Column Comparisons	-																		
Very dissatisfied	% within column	23%	32%	20%	17%	23%	28%	25%	24%	22%	16%	15%	34%	32%	**	30%	16%	21%	24%	
	Weighted counts	123	39	85	24	34	32	34	60	64	11	33	57	17		45	24	24	30	
	Column Comparisons	-	b										b							
Don't know	% within column	2%	0%	2%	2%	1%	2%	2%	1%	2%	3%	1%	1%	3%	**	1%	3%	2%	2%	
	Weighted counts	10	0	9	3	2	3	2	3	6	2	3	2	2		1	4	2	2	
	Column Comparisons	-																		
NET: Satisfied	% within column	36%	36%	36%	37%	35%	36%	35%	35%	37%	51%	42%	26%	21%	**	31%	38%	41%	34%	
	Weighted counts	193	44	149	53	51	42	47	85	108	37	89	44	11		46	58	47	43	
	Column Comparisons	-									c d	c d								
NET: Dissatisfied	% within column	42%	51%	40%	36%	39%	52%	45%	43%	42%	28%	36%	53%	61%	**	50%	34%	40%	45%	
	Weighted counts	229	62	167	52	56	61	60	106	123	20	77	90	32		75	51	45	58	
	Column Comparisons	-										a b	a b e							
Effective Column n	% within column																			
	Weighted counts	421	65	356	109	119	94	100	187	234	51	162	136	45	27	112	116	89	104	
Unweighted base	Column Comparisons																			
	Weighted counts	557	86	471	144	157	124	132	248	309	68	214	180	59	36	148	154	118	137	
Weighted base	Column Comparisons																			
	Weighted counts	541	122	419	145	144	117	135	247	294	73	215	171	54	30	149	151	113	129	
Columns	Column Comparisons	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint		Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	N. Wal- es Irel- and	Urb- an	Rural
Very satisfied	% within column	17%	15%	17%	8%	13%	**	16%
	Weighted counts	58	31	80	2	4		62
	Column Comparisons							27
Fairly satisfied	% within column	20%	19%	20%	20%	17%	**	21%
	Weighted counts	66	38	91	6	6		78
	Column Comparisons							26
Neither satisfied nor dissatisfied	% within column	21%	19%	20%	19%	25%	**	22%
	Weighted counts	70	39	92	6	8		83
	Column Comparisons							26
Fairly dissatisfied	% within column	19%	21%	20%	18%	19%	**	20%
	Weighted counts	64	42	91	5	6		74
	Column Comparisons							31
Very dissatisfied	% within column	22%	24%	22%	29%	24%	**	20%
	Weighted counts	76	48	101	9	8		74
	Column Comparisons							50
Don't know	% within column	1%	2%	1%	6%	1%	**	1%
	Weighted counts	5	5	6	2	0		5
	Column Comparisons							4
NET: Satisfied	% within column	37%	34%	37%	28%	31%	**	37%
	Weighted counts	125	69	171	8	10		140
	Column Comparisons							53
NET: Dissatisfied	% within column	41%	44%	42%	47%	43%	**	39%
	Weighted counts	139	90	192	14	14		148
	Column Comparisons							81
Effective Column n	% within column							
	Weighted counts	256	164	283	51	54	33	274
	Column Comparisons							146
Unweighted base		339	217	374	68	72	43	363
Weighted base		338	202	460	30	32	19	377
Columns		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 557; Base: Those who made a complaint to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics																	
			Method- ology	Quarter				Gender		Age					SEG					
					Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
QH8: Why didn't you make a complaint to Royal Mail?			Total	CAPI																
% within column			37%	**	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Not worth the hassle			21		19															
Column Comparisons			-																	
% within column			28%	**	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Wouldn't change anything anyway			16		12															
Column Comparisons			-																	
% within column			22%	**	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Didn't know where to go/ who to complain to			12		10															
Column Comparisons			-																	
% within column			18%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Didn't have the time			10		9															
Column Comparisons			-																	
% within column			7%	**	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Any other reason			4		4															
Column Comparisons			-																	
% within column			6%	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
The problem was sorted without needing to complain			3		3															
Column Comparisons			-																	
% within column			8%	**	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Not a major issue			5		5															
Column Comparisons			-																	
% within column			4%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
I don't know			3		3															
Column Comparisons			-																	
% within column			54	6	48	17	14	12	10	26	28	10	24	15	4	1	13	16	7	17
Effective Column n																				
Unweighted base			73	8	65	23	19	17	14	35	38	13	32	20	6	2	18	22	10	23
Weighted base			56	10	46	16	14	15	11	28	29	12	21	19	3	1	12	19	7	18
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 73; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QH8: Why didn't you make a complaint to Royal Mail?		**	**	**	**	**	**	**	**
Not worth the hassle	% within column								
	Weighted counts								
	Column Comparisons								
Wouldn't change anything anyway	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
Didn't know where to go/ who to complain to	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
Didn't have the time	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
Any other reason	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
The problem was sorted without needing to complain	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
Not a major issue	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
I don't know	% within column	**	**	**	**	**	**	**	**
	Weighted counts								
	Column Comparisons								
Effective Column n	Weighted counts	35	18	24	11	10	8	32	22
	Column Comparisons								
Unweighted base		48	24	33	15	14	11	43	30
Weighted base		36	19	40	6	6	4	34	23

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 73; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH8: Why didn't you make a complaint to Royal Mail?	Demographics																	
	Method-ology		Quarter				Gender		Age					SEG				
			Q3	Q4	Q1	Q2	Male	Fem-ale	16-24	25-44	45-64	65-74	75+	AB	C1	C2	DE	
	Onli-	2016	2016	2017	2017	years			years	years	years	years						
	Total	CAPI	ne	2016	2016	2017	2017	Male	Fem-ale	16-24	25-44	45-64	65-74	75+	AB	C1	C2	DE
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 73; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so; Cells with ** sample size that is smaller than 50.

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

Part 3 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH8: Why didn't you make a complaint to Royal Mail?	Demographics							
	Working status		UK nation				Rurality	
	Not	NET:	NET:			N.		
	Work-	work-	Engl-	Scotl-	Wal-	Irel-	Urb-	
	ing	ing	and	and	es	and	an	Rural
Columns	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 73; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																		Work- ing status
			Method- ology		Quarter				Gender		Age					SEG				Work- ing
QH9: And did you complain to anyone else about the service you received from Royal Mail?		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
No	% within column	55%	60%	54%	50%	57%	57%	58%	48%	62%	54%	51%	57%	65%	**	56%	54%	53%	59%	51%
	Weighted counts	331	79	252	81	90	75	85	130	201	46	119	109	37		91	91	63	86	191
	Column Comparisons	-								a										
Yes - over the counter at the Post Office	% within column	24%	28%	23%	30%	24%	23%	20%	26%	23%	26%	27%	21%	25%	**	27%	29%	21%	18%	26%
	Weighted counts	145	37	108	49	37	30	29	72	73	22	63	40	14		44	49	25	27	98
	Column Comparisons	-																		
Yes - by phone/ letter/ email to the Post Office	% within column	13%	3%	16%	14%	12%	9%	19%	17%	11%	16%	17%	11%	6%	**	11%	10%	21%	14%	16%
	Weighted counts	80	4	77	22	19	11	28	46	35	14	39	21	3		18	16	25	21	59
	Column Comparisons	-		A																
Yes - to someone else	% within column	6%	9%	5%	5%	6%	9%	5%	8%	5%	4%	5%	8%	3%	**	3%	8%	3%	10%	5%
	Weighted counts	37	12	25	8	10	12	7	22	15	3	12	16	2		4	13	4	15	19
	Column Comparisons	-																		
Yes - to the regulator (Ofcom)	% within column	3%	0%	3%	1%	2%	4%	4%	3%	2%	4%	4%	1%	1%	**	3%	1%	2%	5%	3%
	Weighted counts	16	0	16	2	4	5	5	9	6	3	10	2	1		5	1	3	7	13
	Column Comparisons	-																		
Yes - to Citizens Advice Bureau	% within column	1%	0%	2%	1%	1%	2%	1%	1%	1%	2%	2%	0%	0%	**	1%	1%	0%	3%	2%
	Weighted counts	7	0	7	1	1	3	1	4	4	1	6	0	0		1	2	0	4	6
	Column Comparisons	-																		
I don't know	% within column	2%	0%	2%	2%	2%	1%	2%	3%	1%	3%	2%	2%	0%	**	1%	4%	3%	0%	3%
	Weighted counts	11	0	11	4	4	2	2	7	4	3	5	3	0		1	6	4	0	10
	Column Comparisons	-																		b
NET: Yes	% within column	43%	40%	43%	47%	41%	41%	41%	50%	37%	43%	47%	41%	35%	**	43%	43%	44%	41%	46%
	Weighted counts	255	53	202	77	64	54	60	137	118	36	111	77	20		69	72	53	60	173
	Column Comparisons	-								b										
Effective Column n	% within column	473	71	402	125	132	106	110	212	261	61	185	150	49	29	125	132	96	120	291
	Weighted counts																			
	Column Comparisons																			
Unweighted base		630	94	536	167	176	141	146	283	347	81	246	200	65	38	166	176	128	160	387
Weighted base		598	132	466	161	158	131	147	275	323	85	235	189	57	31	161	170	120	147	374

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Work- ing status	UK nation				Rurality	
		Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QH9: And did you complain to anyone else about the service you received from Royal Mail?								
No	% within column	63%	53%	68%	70%	57%	52%	63%
	Weighted counts	139	267	24	27	13	214	118
	Column Comparisons	a						a
Yes - over the counter at the Post Office	% within column	22%	26%	17%	15%	25%	26%	20%
	Weighted counts	48	128	6	6	6	108	38
	Column Comparisons							
Yes - by phone/ letter/ email to the Post Office	% within column	10%	15%	10%	5%	10%	15%	9%
	Weighted counts	22	73	3	2	2	62	17
	Column Comparisons							
Yes - to someone else	% within column	8%	6%	4%	10%	15%	6%	7%
	Weighted counts	17	28	1	4	4	23	14
	Column Comparisons							
Yes - to the regulator (Ofcom)	% within column	1%	3%	2%	2%	2%	2%	3%
	Weighted counts	3	14	1	1	0	10	6
	Column Comparisons							
Yes - to Citizens Advice Bureau	% within column	0%	1%	1%	0%	0%	1%	2%
	Weighted counts	1	7	0	0	0	4	4
	Column Comparisons							
I don't know	% within column	0%	2%	0%	0%	0%	2%	2%
	Weighted counts	0	11	0	0	0	8	4
	Column Comparisons							
NET: Yes	% within column	37%	44%	32%	30%	43%	46%	35%
	Weighted counts	82	222	12	12	10	189	65
	Column Comparisons						b	
Effective Column n	% within column							
	Weighted counts	181	306	62	65	41	305	167
	Column Comparisons							
Unweighted base		241	407	83	86	54	406	223
Weighted base		220	500	36	38	23	411	186

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH9: And did you complain to anyone else about the service you received from Royal Mail?	Demographics																		
	Method-ology			Quarter				Gender		Age					SEG				Work- ing status
	Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QH9: And did you complain to anyone else about the service you received from Royal Mail?	Demographics						
	Work- ing status	UK nation			Rurality		
	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 630; Base: Those who had cause to complain to Royal Mail about its services in the previous year; Cells with ** sample size that is smaller than 50.

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

Section I: Competitive Context

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	95%	97%	94%	95%	94%	96%	95%	94%	96%	92%	94%	96%	96%	95%	93%	96%
	Weighted counts	5,814	2,545	3,269	1,488	1,529	1,415	1,383	2,817	2,998	794	1,901	1,892	747	480	1,285	1,789
	Column Comparisons	-	B							a			A b				
Parcelforce	% within column	77%	72%	81%	76%	77%	80%	76%	77%	77%	60%	75%	86%	83%	76%	79%	79%
	Weighted counts	4,741	1,894	2,848	1,190	1,254	1,186	1,112	2,323	2,419	512	1,514	1,679	649	386	1,086	1,487
	Column Comparisons	-		A								A	A B E	A B e	A	d	d
DHL	% within column	75%	68%	81%	74%	76%	77%	74%	78%	72%	58%	78%	82%	76%	66%	79%	78%
	Weighted counts	4,611	1,789	2,822	1,157	1,241	1,131	1,082	2,358	2,253	496	1,570	1,617	594	335	1,091	1,466
	Column Comparisons	-		A					B			A E	A b d E	A E	a	D	D
FedEx	% within column	74%	62%	83%	72%	75%	77%	72%	77%	71%	70%	73%	81%	72%	61%	80%	77%
	Weighted counts	4,533	1,624	2,909	1,131	1,217	1,136	1,049	2,300	2,233	599	1,482	1,583	562	308	1,096	1,440
	Column Comparisons	-		A			a d		B		e	E	A B D E	E		C D	c D
Hermes	% within column	67%	56%	75%	60%	68%	71%	68%	66%	68%	63%	70%	72%	61%	53%	70%	67%
	Weighted counts	4,097	1,474	2,622	946	1,106	1,053	990	1,976	2,121	538	1,409	1,409	473	268	966	1,251
	Column Comparisons	-		A		A	A	A			e	a D E	A D E	e		d	
Yodel	% within column	63%	50%	73%	60%	62%	63%	68%	63%	63%	58%	65%	68%	59%	48%	64%	65%
	Weighted counts	3,856	1,319	2,537	936	1,007	929	984	1,900	1,955	502	1,310	1,340	461	242	875	1,212
	Column Comparisons	-		A				A b c			e	a d E	A D E	E			
UPS	% within column	60%	50%	67%	55%	59%	62%	64%	65%	55%	55%	62%	65%	55%	50%	65%	62%
	Weighted counts	3,682	1,327	2,355	866	968	915	933	1,967	1,714	470	1,249	1,281	430	251	901	1,169
	Column Comparisons	-		A			a	A	B			a d E	A D E			C D	c D
DPD	% within column	55%	49%	60%	51%	54%	58%	58%	58%	52%	53%	62%	59%	41%	38%	57%	56%
	Weighted counts	3,381	1,282	2,099	792	879	860	849	1,749	1,632	452	1,262	1,156	322	190	781	1,042
	Column Comparisons	-		A			a	A	B		D E	A D E	a D E				
TNT Express	% within column	53%	49%	57%	52%	55%	53%	54%	60%	46%	32%	50%	65%	59%	48%	58%	57%
	Weighted counts	3,270	1,288	1,982	815	888	785	782	1,817	1,453	276	1,020	1,271	459	244	794	1,060
	Column Comparisons	-		A					B			A	A B d E	A B E	A	c D	c D
Interlink	% within column	45%	43%	46%	43%	45%	46%	44%	49%	41%	33%	49%	52%	36%	34%	46%	46%
	Weighted counts	2,735	1,142	1,592	674	741	674	645	1,468	1,266	284	991	1,011	279	170	629	856
	Column Comparisons	-							B			A D E	A D E			d	d
Amazon Logistics	% within column	41%	39%	42%	41%	41%	43%	38%	43%	39%	40%	43%	44%	37%	32%	42%	43%
	Weighted counts	2,510	1,038	1,472	643	670	640	558	1,290	1,220	340	867	857	287	160	573	805
	Column Comparisons	-							b		e	d E	d E				

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Royal Mail	% within column	94%	96%	95%	95%	95%	95%	95%	94%	95%	94%
	Weighted counts	1,189	1,551	3,057	2,733	4,827	343	323	321	4,065	1,739
	Column Comparisons		a c								
Parcelforce	% within column	77%	74%	78%	77%	77%	80%	85%	76%	76%	81%
	Weighted counts	979	1,190	2,524	2,203	3,903	290	288	260	3,233	1,504
	Column Comparisons							a b D			A
DHL	% within column	76%	68%	79%	72%	75%	78%	80%	67%	74%	78%
	Weighted counts	966	1,088	2,539	2,055	3,829	281	273	228	3,172	1,436
	Column Comparisons	D		B		d	D	D			a
FedEx	% within column	71%	68%	77%	71%	74%	75%	80%	62%	73%	75%
	Weighted counts	905	1,092	2,490	2,024	3,779	272	270	213	3,133	1,394
	Column Comparisons			B		D	D	D			
Hermes	% within column	66%	64%	70%	63%	66%	71%	72%	62%	65%	71%
	Weighted counts	845	1,035	2,265	1,821	3,382	258	244	212	2,788	1,307
	Column Comparisons			B			d	D			A
Yodel	% within column	61%	61%	65%	60%	61%	73%	73%	64%	61%	67%
	Weighted counts	780	988	2,112	1,729	3,124	265	249	217	2,611	1,240
	Column Comparisons			B			A D	A D			A
UPS	% within column	57%	55%	64%	56%	61%	61%	63%	48%	59%	62%
	Weighted counts	724	887	2,055	1,615	3,082	223	214	164	2,534	1,144
	Column Comparisons			B		D	D	D			
DPD	% within column	57%	52%	61%	49%	55%	61%	58%	53%	54%	57%
	Weighted counts	721	838	1,980	1,392	2,785	220	196	180	2,327	1,051
	Column Comparisons			B			d				
TNT Express	% within column	51%	48%	56%	51%	54%	56%	61%	38%	52%	56%
	Weighted counts	647	770	1,796	1,462	2,730	203	207	130	2,236	1,029
	Column Comparisons			b		D	D	D			a
Interlink	% within column	47%	40%	50%	39%	45%	39%	51%	32%	44%	46%
	Weighted counts	599	650	1,613	1,116	2,311	143	172	109	1,882	847
	Column Comparisons	d		B		D	d	B D			
Amazon Logistics	% within column	40%	39%	43%	39%	42%	40%	42%	21%	42%	39%
	Weighted counts	512	621	1,393	1,107	2,149	146	143	73	1,796	712
	Column Comparisons			b		D	D	D		b	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
TNT Post UK	% within column	26%	24%	27%	24%	27%	29%	24%	31%	21%	21%	26%	30%	24%	21%	30%	26%
	Weighted counts	1,592	631	961	375	437	423	356	939	654	180	536	581	191	105	414	481
	Column Comparisons	-		a					B			a	A d e			D	
Collect +	% within column	25%	17%	31%	22%	27%	29%	23%	22%	28%	32%	34%	23%	10%	11%	25%	25%
	Weighted counts	1,541	451	1,091	348	432	425	336	655	886	273	683	452	79	53	351	471
	Column Comparisons	-		A		a	a d			A	C D E	C D E	D E				
UK Mail	% within column	24%	18%	29%	20%	23%	28%	24%	29%	19%	23%	24%	25%	22%	19%	24%	24%
	Weighted counts	1,464	468	996	319	371	419	355	857	607	201	494	500	174	95	333	448
	Column Comparisons	-		A			A b		B								
Citipost	% within column	19%	18%	20%	18%	21%	21%	17%	24%	14%	13%	20%	22%	17%	15%	23%	20%
	Weighted counts	1,174	470	703	281	340	305	248	721	453	113	411	440	136	75	313	378
	Column Comparisons	-							B			A e	A d e			c D	d
DX	% within column	8%	7%	9%	6%	10%	9%	9%	11%	6%	7%	11%	9%	7%	4%	8%	9%
	Weighted counts	521	197	324	95	168	134	124	319	202	58	223	170	52	18	113	174
	Column Comparisons	-		a		A	a		B			a d E	e				
Any other postal services company	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	39	19	20	9	9	9	12	21	18	8	16	9	4	2	12	17
	Column Comparisons	-															
None of the above	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%	0%	1%	1%	1%	0%
	Weighted counts	46	22	24	10	18	9	10	23	23	17	8	7	7	7	8	9
	Column Comparisons	-									b C				c		
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
Unweighted base	% within column																
	Weighted counts	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base	% within column																
	Weighted counts	6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics									
		SEG		Working status		UK nation				Rurality	
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
TNT Post UK	% within column	26%	23%	28%	24%	27%	26%	24%	15%	26%	26%
	Weighted counts	334	363	907	682	1,364	96	82	51	1,108	479
	Column Comparisons			b		D	D	D			
Collect +	% within column	25%	25%	29%	21%	25%	28%	26%	22%	25%	25%
	Weighted counts	311	408	947	589	1,277	101	87	76	1,084	456
	Column Comparisons			B							
UK Mail	% within column	25%	23%	26%	22%	25%	25%	24%	9%	23%	26%
	Weighted counts	312	372	829	633	1,262	90	83	30	984	477
	Column Comparisons			b		D	D	D			a
Citipost	% within column	17%	16%	21%	17%	19%	15%	20%	18%	19%	19%
	Weighted counts	221	262	687	480	989	56	68	60	826	345
	Column Comparisons			B							
DX	% within column	9%	8%	10%	6%	8%	12%	11%	4%	9%	9%
	Weighted counts	113	121	338	183	427	44	38	13	363	158
	Column Comparisons			B		d	D	D			
Any other postal services company	% within column	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%
	Weighted counts	6	3	27	12	33	2	3	2	29	10
	Column Comparisons										
None of the above	% within column	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%
	Weighted counts	14	15	17	26	43	0	1	2	25	21
	Column Comparisons										
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	85%	89%	83%	87%	83%	87%	85%	84%	86%	78%	85%	88%	86%	85%	85%	85%
	Weighted counts	5,228	2,333	2,895	1,363	1,348	1,280	1,238	2,532	2,696	673	1,724	1,730	669	430	1,176	1,596
	Column Comparisons	-	B		b		b					A	A b	a	a		
Hermes	% within column	13%	8%	17%	12%	12%	14%	15%	12%	15%	13%	15%	14%	11%	10%	14%	13%
	Weighted counts	818	219	600	180	203	212	223	363	455	109	308	267	84	51	199	246
	Column Comparisons	-		A						a							
Parcelforce	% within column	11%	10%	12%	11%	11%	10%	14%	13%	10%	7%	13%	14%	9%	6%	15%	11%
	Weighted counts	699	269	429	166	181	154	198	392	307	62	263	270	71	32	200	215
	Column Comparisons	-		a					B			A d e	A d E			D	
Collect +	% within column	7%	3%	10%	7%	8%	7%	6%	6%	8%	9%	10%	7%	3%	3%	10%	7%
	Weighted counts	437	84	353	106	137	103	91	183	253	74	199	129	21	14	133	139
	Column Comparisons	-		A						a	D E	c D E	D e			c D	d
DHL	% within column	7%	7%	7%	6%	7%	6%	8%	8%	6%	6%	11%	6%	4%	2%	10%	8%
	Weighted counts	429	176	253	99	117	92	120	246	183	50	214	121	35	8	137	158
	Column Comparisons	-							b		e	a C D E	E	e		C D	c D
Yodel	% within column	6%	4%	7%	5%	5%	6%	8%	6%	5%	5%	8%	6%	4%	2%	5%	5%
	Weighted counts	353	110	244	74	84	85	111	189	165	47	152	116	29	10	74	103
	Column Comparisons	-		A				a			e	d E	e				
DPD	% within column	5%	6%	5%	4%	5%	5%	8%	7%	4%	7%	8%	5%	2%	2%	8%	4%
	Weighted counts	337	147	190	59	86	71	120	201	136	63	159	91	14	9	108	81
	Column Comparisons	-						A b c	B		c D E	C D E	d e			b d	
Amazon Logistics	% within column	5%	6%	4%	3%	4%	6%	6%	4%	5%	5%	6%	5%	4%	1%	5%	4%
	Weighted counts	287	159	128	51	68	84	83	134	153	45	115	90	30	7	65	78
	Column Comparisons	-	B				a	a			e	e	e				
FedEx	% within column	4%	3%	5%	4%	4%	4%	5%	5%	3%	6%	7%	3%	2%	1%	8%	3%
	Weighted counts	266	86	179	69	70	55	72	165	101	52	136	55	18	5	108	62
	Column Comparisons	-		a					B		C d E	C D E				B C D	
UPS	% within column	3%	2%	4%	3%	3%	2%	4%	4%	2%	4%	4%	3%	2%	1%	4%	3%
	Weighted counts	191	61	130	53	48	35	55	119	72	32	84	54	17	4	56	53
	Column Comparisons	-		a					b		e	e					
UK Mail	% within column	2%	1%	2%	1%	2%	2%	3%	2%	2%	4%	2%	1%	2%	2%	2%	2%
	Weighted counts	123	39	84	23	35	26	39	73	49	31	42	29	12	9	24	33
	Column Comparisons	-		a					b		c						

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Part 1 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Royal Mail	% within column	85%	85%	86%	85%	85%	84%	85%	85%	85%	85%
	Weighted counts	1,081	1,375	2,781	2,427	4,347	305	287	289	3,650	1,574
	Column Comparisons										
Hermes	% within column	15%	12%	14%	12%	13%	16%	15%	9%	12%	17%
	Weighted counts	184	189	461	356	682	57	50	29	513	306
	Column Comparisons						D	d			A
Parcelforce	% within column	11%	9%	13%	9%	11%	14%	12%	11%	11%	12%
	Weighted counts	139	144	427	270	570	51	42	36	483	215
	Column Comparisons			B							
Collect +	% within column	7%	5%	9%	5%	7%	9%	7%	7%	7%	7%
	Weighted counts	86	79	285	150	353	34	24	25	315	122
	Column Comparisons			B							
DHL	% within column	6%	4%	9%	4%	7%	9%	5%	5%	7%	6%
	Weighted counts	71	63	297	125	366	32	15	15	314	115
	Column Comparisons			B			c d				
Yodel	% within column	6%	6%	7%	4%	6%	8%	7%	4%	6%	6%
	Weighted counts	81	95	239	115	285	28	25	15	237	116
	Column Comparisons			B							
DPD	% within column	6%	4%	8%	3%	6%	8%	5%	4%	6%	4%
	Weighted counts	79	69	256	81	280	28	16	12	255	82
	Column Comparisons			B			d			b	
Amazon Logistics	% within column	5%	5%	5%	4%	5%	4%	3%	1%	5%	4%
	Weighted counts	69	74	176	107	258	13	10	5	211	76
	Column Comparisons			b		d	d				
FedEx	% within column	3%	3%	6%	3%	4%	5%	4%	2%	5%	4%
	Weighted counts	44	52	183	80	228	18	12	8	193	72
	Column Comparisons			B							
UPS	% within column	3%	3%	4%	2%	3%	5%	3%	3%	3%	3%
	Weighted counts	36	46	126	65	154	17	11	9	132	59
	Column Comparisons			b							
UK Mail	% within column	3%	2%	2%	2%	2%	2%	1%	1%	2%	2%
	Weighted counts	35	30	75	48	107	9	4	3	81	42
	Column Comparisons										

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001) 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	2%	2%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%
	Weighted counts	92	43	49	26	27	17	22	60	32	14	49	20	5	3	26	19
	Column Comparisons	-							b								
TNT Express	% within column	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%
	Weighted counts	78	28	50	21	27	13	16	58	20	13	38	17	5	4	28	17
	Column Comparisons	-							B								
Citipost	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	2%	1%	0%	0%	0%	1%	1%
	Weighted counts	49	11	38	15	13	12	9	42	7	17	25	7	0	0	19	14
	Column Comparisons	-		a					B		C d e	c d				d	
TNT Post UK	% within column	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%
	Weighted counts	36	13	23	14	13	1	8	24	12	12	15	6	3	0	13	8
	Column Comparisons	-			c	c											
DX	% within column	1%	0%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%
	Weighted counts	33	11	22	7	8	9	8	20	13	6	17	7	3	0	9	9
	Column Comparisons	-															
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Weighted counts	17	9	8	6	4	1	6	7	10	4	7	4	1	2	5	10
	Column Comparisons	-															
None of the above	% within column	9%	8%	10%	9%	11%	8%	8%	9%	9%	14%	8%	7%	9%	11%	7%	10%
	Weighted counts	558	213	345	136	182	119	122	281	277	123	166	140	72	58	103	182
	Column Comparisons	-		a							B C d				c		
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics									
		SEG		Working status		UK nation			Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Interlink	% within column	2%	1%	2%	1%	2%	1%	1%	0%	1%	2%
	Weighted counts	32	15	70	22	82	5	4	1	61	31
	Column Comparisons	b d		B							
TNT Express	% within column	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	15	18	60	18	63	8	5	2	53	24
	Column Comparisons			B							
Citipost	% within column	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%
	Weighted counts	12	3	43	4	45	3	1	1	43	6
	Column Comparisons			B						b	
TNT Post UK	% within column	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%
	Weighted counts	8	6	25	11	29	3	3	1	26	10
	Column Comparisons										
DX	% within column	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%
	Weighted counts	11	4	25	8	25	5	2	2	23	10
	Column Comparisons			b							
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	0	12	5	14	1	1	1	11	6
	Column Comparisons										
None of the above	% within column	9%	10%	8%	10%	9%	11%	10%	11%	9%	9%
	Weighted counts	113	160	260	293	447	41	33	38	386	167
	Column Comparisons				a						
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	83%	86%	80%	80%	80%	86%	85%	82%	83%	81%	79%	86%	85%	82%	82%	83%
	Weighted counts	5,065	2,256	2,808	1,258	1,303	1,265	1,238	2,458	2,606	698	1,604	1,681	666	416	1,124	1,551
	Column Comparisons	-	B				a B	a b					a B	b			
Hermes	% within column	41%	29%	50%	37%	42%	43%	42%	37%	44%	38%	45%	43%	35%	30%	46%	40%
	Weighted counts	2,508	772	1,736	579	677	637	615	1,120	1,389	323	913	845	274	153	638	751
	Column Comparisons	-		A			a	a		A	e	a D E	a d E			b c D	
Parcelforce	% within column	37%	30%	41%	38%	40%	36%	32%	37%	36%	26%	36%	44%	35%	28%	43%	36%
	Weighted counts	2,246	799	1,447	599	647	526	473	1,120	1,126	225	733	872	275	142	591	673
	Column Comparisons	-		A	d	d						A e	A B D E	A e		b c D	
Yodel	% within column	35%	23%	43%	33%	37%	35%	34%	34%	36%	32%	36%	38%	32%	27%	35%	36%
	Weighted counts	2,130	617	1,513	517	595	515	503	1,019	1,110	277	723	745	247	138	483	683
	Column Comparisons	-		A								e	a d E				
DHL	% within column	32%	27%	35%	32%	34%	30%	31%	35%	29%	26%	35%	36%	29%	18%	39%	34%
	Weighted counts	1,953	715	1,238	504	553	444	452	1,040	913	221	709	708	223	90	534	630
	Column Comparisons	-		A					B		e	A d E	A d E	E		b c D	D
DPD	% within column	28%	22%	33%	28%	29%	29%	28%	30%	27%	27%	36%	30%	17%	15%	33%	29%
	Weighted counts	1,744	591	1,154	437	467	430	410	908	836	233	719	583	135	75	455	551
	Column Comparisons	-		A					b		D E	A c D E	D E			c D	d
Amazon Logistics	% within column	24%	21%	26%	25%	25%	25%	21%	25%	23%	26%	26%	24%	22%	18%	26%	26%
	Weighted counts	1,469	566	903	391	404	366	309	739	730	219	521	469	170	89	361	481
	Column Comparisons	-		A							e	e	e			d	d
FedEx	% within column	20%	16%	24%	20%	23%	20%	17%	21%	19%	22%	22%	21%	17%	11%	27%	22%
	Weighted counts	1,235	409	826	321	369	293	252	639	595	187	450	405	136	56	367	410
	Column Comparisons	-		A		d					E	d E	E	e		b C D	D
UPS	% within column	18%	13%	21%	17%	18%	17%	18%	20%	15%	18%	19%	19%	14%	12%	21%	19%
	Weighted counts	1,079	346	733	270	298	255	256	596	483	156	384	368	113	59	287	349
	Column Comparisons	-		A					B		e	d e	d e			D	d
Interlink	% within column	10%	11%	9%	11%	12%	9%	7%	12%	8%	9%	14%	10%	4%	3%	13%	10%
	Weighted counts	610	295	314	168	200	135	107	354	256	81	279	204	33	13	174	191
	Column Comparisons	-	b		d	c D			B		D E	a c D E	D E			D	d
Collect +	% within column	9%	7%	11%	10%	10%	9%	7%	8%	10%	12%	13%	8%	3%	2%	10%	9%
	Weighted counts	556	178	378	154	166	139	98	230	326	100	265	162	20	9	140	173
	Column Comparisons	-		A	d	d	d		a		c D E	C D E	D E				

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Royal Mail	% within column	81%	85%	81%	84%	83%	81%	84%	83%	83%	82%
	Weighted counts	1,024	1,365	2,629	2,414	4,206	294	284	281	3,536	1,521
	Column Comparisons				a						
Hermes	% within column	41%	37%	42%	40%	40%	46%	47%	36%	38%	47%
	Weighted counts	516	603	1,357	1,147	2,058	168	159	123	1,643	865
	Column Comparisons						D	D			A
Parcelforce	% within column	36%	33%	38%	35%	36%	39%	41%	43%	35%	41%
	Weighted counts	457	525	1,233	1,004	1,817	142	141	146	1,483	763
	Column Comparisons			b							A
Yodel	% within column	34%	33%	36%	34%	33%	43%	42%	39%	33%	39%
	Weighted counts	426	538	1,153	971	1,697	155	143	134	1,413	717
	Column Comparisons						a	a			A
DHL	% within column	32%	24%	36%	28%	31%	35%	33%	34%	31%	34%
	Weighted counts	404	385	1,154	793	1,597	128	113	114	1,317	636
	Column Comparisons	D		B							a
DPD	% within column	27%	24%	33%	23%	28%	36%	30%	29%	28%	30%
	Weighted counts	345	393	1,071	669	1,413	129	102	100	1,188	556
	Column Comparisons			B			a c d				
Amazon Logistics	% within column	22%	21%	25%	23%	25%	22%	23%	11%	25%	22%
	Weighted counts	281	346	807	654	1,274	79	78	38	1,057	411
	Column Comparisons					D	D	D			
FedEx	% within column	20%	13%	22%	18%	20%	23%	21%	16%	19%	22%
	Weighted counts	248	209	727	504	1,023	84	73	55	827	408
	Column Comparisons	D		B			d	d			a
UPS	% within column	17%	14%	20%	15%	17%	23%	19%	16%	17%	20%
	Weighted counts	216	226	641	437	875	82	66	55	715	365
	Column Comparisons			B			d				a
Interlink	% within column	10%	7%	13%	6%	10%	9%	10%	6%	10%	11%
	Weighted counts	126	120	428	182	521	33	35	21	414	195
	Column Comparisons			B				d			
Collect +	% within column	9%	8%	11%	7%	9%	12%	9%	9%	9%	8%
	Weighted counts	115	129	359	196	454	42	31	30	401	155
	Column Comparisons			B							

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics															
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
TNT Express	% within column	8%	8%	9%	8%	10%	8%	7%	11%	6%	6%	11%	9%	7%	4%	12%	8%
	Weighted counts	519	220	299	128	169	114	109	338	182	48	218	178	56	19	165	150
	Column Comparisons	-							B			A d E	a e	e		b c D	
UK Mail	% within column	8%	5%	11%	7%	10%	9%	8%	10%	6%	8%	10%	8%	8%	5%	9%	8%
	Weighted counts	512	123	389	108	156	138	111	312	201	71	198	154	66	23	130	156
	Column Comparisons	-		A					B			e					
TNT Post UK	% within column	4%	3%	4%	3%	5%	4%	3%	5%	2%	4%	5%	3%	2%	2%	4%	4%
	Weighted counts	217	74	143	47	76	52	41	143	74	32	97	67	13	9	59	76
	Column Comparisons	-		a					B			d					
Citipost	% within column	3%	2%	4%	3%	5%	3%	2%	5%	2%	2%	4%	3%	3%	1%	5%	3%
	Weighted counts	191	65	126	48	75	43	26	136	55	16	82	69	21	4	67	64
	Column Comparisons	-		a		D			B			e	e			C d	c
DX	% within column	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	0%	1%	2%
	Weighted counts	94	32	62	16	38	21	19	61	33	20	49	20	5	0	21	38
	Column Comparisons	-							b		c d e	c d e					
Other	% within column	0%	1%	0%	0%	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	28	15	13	6	6	9	7	12	17	5	12	6	2	2	9	13
	Column Comparisons	-															
None of the above	% within column	5%	5%	5%	6%	6%	4%	4%	5%	5%	5%	6%	4%	5%	5%	4%	6%
	Weighted counts	307	144	164	95	100	59	53	162	145	41	123	78	38	28	56	105
	Column Comparisons	-			c d	c d											
Effective Column n	% within column																
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442	638	390	1,011	1,337
	Column Comparisons																
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398	1,849
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	781	506	1,376	1,873
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Part 3 of 4

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Demographics									
		SEG		Working status		UK nation				Rurality	
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
TNT Express	% within column	8%	6%	10%	6%	8%	11%	10%	7%	8%	10%
	Weighted counts	100	105	335	183	422	38	34	25	343	176
	Column Comparisons			B							
UK Mail	% within column	8%	8%	9%	8%	8%	10%	9%	4%	8%	9%
	Weighted counts	97	130	293	219	432	37	31	12	343	169
	Column Comparisons					d	D	D			
TNT Post UK	% within column	2%	3%	4%	3%	4%	4%	3%	2%	4%	3%
	Weighted counts	30	52	144	72	183	15	11	7	157	60
	Column Comparisons			B							
Citipost	% within column	2%	2%	4%	2%	3%	3%	4%	4%	3%	3%
	Weighted counts	21	40	133	54	155	12	12	13	139	53
	Column Comparisons			B							
DX	% within column	1%	1%	2%	1%	1%	3%	2%	1%	2%	1%
	Weighted counts	18	18	72	22	75	10	7	2	71	23
	Column Comparisons			B			d				
Other	% within column	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%
	Weighted counts	3	3	18	8	23	2	3	0	20	8
	Column Comparisons										
None of the above	% within column	6%	4%	6%	4%	5%	6%	4%	6%	5%	4%
	Weighted counts	77	69	187	120	249	22	15	21	225	79
	Column Comparisons			b							
Effective Column n	% within column										
	Weighted counts	913	1,148	2,254	2,135	2,776	567	541	525	2,882	1,521
	Column Comparisons										
Unweighted base		1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,270	1,611	3,231	2,869	5,089	362	340	340	4,273	1,847
Columns		C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q13_1: Problems experienced with ... the last 12 months: Citipost		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	4%	**	6%	6%	3%	**	**	5%	1%	**	6%	0%	**	**	5%	3%	**	**
	Weighted counts	9		9	3	2			8	1		6	0			4	2		
	Column Comparisons	-																	
Damaged mail	% within column	5%	**	8%	11%	2%	**	**	4%	9%	**	6%	1%	**	**	5%	4%	**	**
	Weighted counts	12		12	6	2			6	5		6	0			4	3		
	Column Comparisons	-		a															
Delayed mail	% within column	10%	**	15%	15%	0%	**	**	12%	5%	**	13%	2%	**	**	12%	10%	**	**
	Weighted counts	22		22	9	0			19	3		12	2			10	7		
	Column Comparisons	-		a	b														
Mis-delivered mail	% within column	2%	**	2%	3%	1%	**	**	1%	3%	**	2%	1%	**	**	1%	4%	**	**
	Weighted counts	3		3	1	1			1	2		1	1			1	3		
	Column Comparisons	-																	
Mail that has been tampered with	% within column	3%	**	5%	2%	3%	**	**	5%	0%	**	6%	1%	**	**	4%	5%	**	**
	Weighted counts	7		7	1	2			7	0		5	0			3	3		
	Column Comparisons	-																	
Other problems	% within column	2%	**	3%	2%	1%	**	**	2%	2%	**	4%	0%	**	**	4%	0%	**	**
	Weighted counts	4		4	1	1			3	1		4	0			3	0		
	Column Comparisons	-																	
No - there have been no problems	% within column	83%	**	75%	79%	92%	**	**	81%	87%	**	80%	97%	**	**	80%	86%	**	**
	Weighted counts	179		112	44	75			126	53		76	70			62	59		
	Column Comparisons	-				d						a	A b						
NET: Yes	% within column	17%	**	25%	21%	8%	**	**	19%	13%	**	20%	3%	**	**	20%	14%	**	**
	Weighted counts	37		37	12	6			29	8		19	2			16	10		
	Column Comparisons	-		A								c							
Effective Column n	% within column																		
	Weighted counts	152	31	121	40	60	30	22	101	51	12	59	56	20	5	55	47	19	31
Unweighted base	Column Comparisons																		
	Weighted counts	213	44	169	56	84	42	31	142	71	17	82	79	28	7	77	66	27	43
Weighted base	Column Comparisons																		
	Weighted counts	216	67	149	56	82	47	32	155	61	24	95	72	21	4	78	68	28	42
Columns	Column Comparisons	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 213; Base: Those who had ever used Citipost to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Not working	Working	NET: Engl- and	NET: Scotl- and	N. Irel- and	Urb- an	Rural
Q13_1: Problems experienced with ... the last 12 months: Citipost								
Lost mail	% within column	6%	1%	5%	**	**	5%	2%
	Weighted counts	9	0	8			8	1
	Column Comparisons							
Damaged mail	% within column	7%	2%	6%	**	**	5%	6%
	Weighted counts	11	1	11			8	3
	Column Comparisons							
Delayed mail	% within column	11%	3%	12%	**	**	12%	5%
	Weighted counts	18	2	21			19	3
	Column Comparisons							
Mis-delivered mail	% within column	1%	2%	1%	**	**	1%	4%
	Weighted counts	2	1	3			1	2
	Column Comparisons							
Mail that has been tampered with	% within column	4%	2%	4%	**	**	4%	0%
	Weighted counts	6	1	7			7	0
	Column Comparisons							
Other problems	% within column	2%	2%	2%	**	**	3%	0%
	Weighted counts	3	1	4			4	0
	Column Comparisons							
No - there have been no problems	% within column	80%	92%	81%	**	**	81%	87%
	Weighted counts	124	54	144			132	47
	Column Comparisons							
NET: Yes	% within column	20%	8%	19%	**	**	19%	13%
	Weighted counts	30	4	35			30	7
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	100	51	93	21	18	21	104
Unweighted base	Column Comparisons							
	Weighted counts	140	71	130	29	25	29	145
Weighted base	Column Comparisons							
	Weighted counts	154	58	178	12	12	13	162
Columns		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 213; Base: Those who had ever used Citipost to send or receive items; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Q13_2: Problems experienced with ... the last 12 months: Collect +	% within column	2%	2%	2%	1%	4%	0%	1%	3%	1%	4%	2%	0%	**	**	4%	1%	2%	0%
Lost mail	Weighted counts	15	5	10	3	9	1	2	9	6	5	9	1			8	3	3	0
	Column Comparisons	-																	
	% within column	3%	0%	4%	3%	2%	1%	5%	3%	2%	7%	3%	1%	**	**	4%	3%	2%	2%
Damaged mail	Weighted counts	21	0	21	7	5	2	7	10	11	9	10	1			7	6	4	3
	Column Comparisons	-		a							c								
	% within column	3%	2%	3%	1%	5%	2%	2%	4%	2%	3%	4%	1%	**	**	5%	2%	2%	2%
Delayed mail	Weighted counts	21	5	16	2	12	4	3	12	9	5	14	2			10	4	3	4
	Column Comparisons	-																	
	% within column	2%	2%	2%	3%	3%	2%	3%	3%	2%	2%	4%	1%	**	**	4%	2%	1%	2%
Mis-delivered mail	Weighted counts	19	5	14	5	6	3	5	12	8	3	14	2			9	5	1	4
	Column Comparisons	-																	
	% within column	0%	0%	1%	0%	1%	0%	0%	1%	0%	2%	0%	0%	**	**	1%	1%	0%	0%
Mail that has been tampered with	Weighted counts	3	0	3	1	2	0	0	2	1	3	0	0			1	2	0	0
	Column Comparisons	-																	
	% within column	1%	1%	1%	1%	0%	1%	3%	1%	1%	2%	1%	0%	**	**	1%	1%	1%	1%
Other problems	Weighted counts	8	2	6	2	0	1	5	3	5	2	4	1			3	2	1	2
	Column Comparisons	-																	
	% within column	93%	97%	92%	94%	93%	95%	90%	92%	94%	89%	92%	98%	**	**	91%	95%	94%	94%
No - there have been no problems	Weighted counts	720	200	520	190	222	182	126	310	411	124	330	214			192	224	141	164
	Column Comparisons	-											a						
	% within column	7%	3%	8%	6%	7%	5%	10%	8%	6%	11%	8%	2%	**	**	9%	5%	6%	6%
NET: Yes	Weighted counts	51	7	44	11	16	9	15	26	25	16	28	5			20	11	9	10
	Column Comparisons	-									c								
	% within column																		
Effective Column n	Weighted counts	585	92	494	158	176	143	108	218	368	98	260	180	32	16	149	195	113	128
	Column Comparisons																		
	% within column																		
Unweighted base	Weighted counts	812	127	685	219	244	199	150	302	510	136	360	249	45	22	207	270	157	178
	Column Comparisons																		
	% within column																		
Weighted base	Weighted counts	771	207	564	202	238	191	141	336	435	140	358	219	34	20	211	236	150	174
	Column Comparisons																		
	% within column																		
Columns	Weighted counts	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D
	Column Comparisons																		
	% within column																		

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 812; Base: Those who had ever used Collect+ to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	N. Ire- and	Urb- an	Rural
Q13_2: Problems experienced with ... the last 12 months: Collect +								
		% within column						
		3%	1%	2%	2%	1%	3%	0%
Lost mail		Weighted counts	13	2	12	1	0	1
		Column Comparisons						
		% within column	2%	4%	3%	1%	1%	1%
Damaged mail		Weighted counts	11	10	19	1	0	2
		Column Comparisons						
		% within column	3%	2%	3%	1%	5%	3%
Delayed mail		Weighted counts	16	5	17	1	2	3
		Column Comparisons						
		% within column	2%	3%	3%	0%	1%	2%
Mis-delivered mail		Weighted counts	12	8	18	0	0	1
		Column Comparisons						
		% within column	1%	0%	0%	0%	1%	0%
Mail that has been tampered with		Weighted counts	3	0	3	0	0	3
		Column Comparisons						
		% within column	1%	2%	1%	1%	0%	1%
Other problems		Weighted counts	4	4	7	0	0	7
		Column Comparisons						
		% within column	94%	93%	93%	96%	94%	93%
No - there have been no problems		Weighted counts	463	255	593	53	37	37
		Column Comparisons						a
		% within column	6%	7%	7%	4%	6%	7%
NET: Yes		Weighted counts	32	19	43	2	2	3
		Column Comparisons						b
		% within column						
Effective Column n		Weighted counts	367	217	363	89	63	69
		Column Comparisons						
Unweighted base			509	301	504	124	88	96
Weighted base			494	274	637	55	39	40
Columns			A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 812; Base: Those who had ever used Collect+ to send or receive items; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_3: Problems experienced with ... the last 12 months: DHL		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	1%	1%	2%	1%	0%	1%	2%	0%	1%	2%	0%	0%	0%
	Weighted counts	22	5	17	13	5	2	3	20	3	2	18	2	0	0
	Column Comparisons	-							b			c			
Damaged mail	% within column	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	1%	0%	1%	0%
	Weighted counts	13	3	10	7	2	3	1	8	5	4	7	1	2	0
	Column Comparisons	-													
Delayed mail	% within column	2%	1%	3%	3%	1%	2%	2%	3%	2%	1%	4%	1%	2%	0%
	Weighted counts	46	11	35	18	8	8	12	29	17	3	30	9	4	0
	Column Comparisons	-													
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	0%
	Weighted counts	27	0	27	5	7	7	8	16	11	4	17	5	2	0
	Column Comparisons	-		A											
Mail that has been tampered with	% within column	1%	0%	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%	0%	0%
	Weighted counts	11	0	11	8	1	0	2	6	5	1	9	1	0	0
	Column Comparisons	-		a											
Other problems	% within column	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%
	Weighted counts	15	3	12	4	6	4	2	7	8	2	9	2	1	0
	Column Comparisons	-													
No - there have been no problems	% within column	95%	97%	94%	93%	97%	96%	96%	95%	96%	95%	92%	98%	96%	100%
	Weighted counts	2,013	749	1,264	510	586	457	460	1,072	941	234	723	733	228	94
	Column Comparisons	-	b										B		
NET: Yes	% within column	5%	3%	6%	7%	3%	4%	4%	5%	4%	5%	8%	2%	4%	0%
	Weighted counts	100	22	78	37	21	21	21	61	39	12	63	16	9	0
	Column Comparisons	-		a								C			
Effective Column n	% within column														
	Weighted counts	1,559	361	1,197	415	447	355	342	817	742	157	532	565	218	87
	Column Comparisons														
Unweighted base		2,170	503	1,667	578	622	494	476	1,137	1,033	219	740	787	303	121
Weighted base		2,113	771	1,341	548	606	478	480	1,133	980	247	786	749	237	94
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2170; Base: Those who had ever used DHL to send or receive items

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Q13_3: Problems experienced with ... the last 12 months:													
DHL													
Lost mail	% within column	1%	1%	2%	1%	2%	0%	1%	1%	0%	0%	1%	0%
	Weighted counts	6	6	7	4	20	2	21	1	0	0	21	1
	Column Comparisons					b						b	
Damaged mail	% within column	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%
	Weighted counts	8	3	1	1	8	5	11	1	1	1	10	3
	Column Comparisons												
Delayed mail	% within column	3%	2%	3%	2%	3%	1%	2%	3%	2%	2%	3%	1%
	Weighted counts	18	10	11	6	35	11	38	4	2	2	37	9
	Column Comparisons												
Mis-delivered mail	% within column	2%	1%	2%	1%	2%	1%	1%	0%	0%	1%	1%	1%
	Weighted counts	10	6	8	3	20	6	25	0	0	1	21	5
	Column Comparisons												
Mail that has been tampered with	% within column	0%	0%	1%	1%	1%	0%	1%	0%	0%	1%	1%	0%
	Weighted counts	2	0	6	3	8	4	10	0	0	1	9	3
	Column Comparisons			b									
Other problems	% within column	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%
	Weighted counts	3	3	4	5	8	7	12	1	0	2	14	1
	Column Comparisons												
No - there have been no problems	% within column	94%	96%	95%	96%	95%	96%	95%	96%	97%	95%	94%	97%
	Weighted counts	547	665	407	394	1,191	813	1,653	133	114	112	1,357	655
	Column Comparisons											a	
NET: Yes	% within column	6%	4%	5%	4%	5%	4%	5%	4%	3%	5%	6%	3%
	Weighted counts	34	27	23	17	69	31	85	6	3	6	80	20
	Column Comparisons											b	
Effective Column n	% within column												
	Weighted counts	437	509	310	304	884	670	960	221	190	187	990	568
Unweighted base	Column Comparisons												
	Weighted counts	608	708	431	423	1,231	933	1,337	308	264	261	1,379	791
Weighted base	Column Comparisons												
	Weighted counts	581	692	429	411	1,260	844	1,738	139	118	118	1,437	675
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2170; Base: Those who had ever used DHL to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_4: Problems experienced with ... the last 12 months: FedEx		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	2%	0%	1%	2%	1%	1%	1%	2%	1%	1%	0%	2%
	Weighted counts	15	0	15	0	5	6	4	9	6	5	4	3	1	1
	Column Comparisons	-		a											
Damaged mail	% within column	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	3%	0%	1%	0%
	Weighted counts	20	5	14	9	4	2	4	14	5	1	16	1	2	0
	Column Comparisons	-													
Delayed mail	% within column	2%	0%	3%	2%	2%	3%	2%	2%	2%	3%	4%	1%	0%	2%
	Weighted counts	27	1	25	6	6	9	5	16	11	6	18	2	0	1
	Column Comparisons	-		a											
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	0%	3%	2%	1%	2%	2%	0%	1%	4%
	Weighted counts	18	2	16	4	5	1	8	13	5	4	10	1	1	2
	Column Comparisons	-													c
Mail that has been tampered with	% within column	1%	0%	1%	0%	1%	1%	2%	1%	1%	0%	1%	0%	0%	2%
	Weighted counts	11	2	10	1	3	2	5	6	6	1	7	2	0	1
	Column Comparisons	-													
Other problems	% within column	1%	1%	2%	1%	0%	1%	3%	2%	1%	2%	2%	1%	1%	0%
	Weighted counts	19	3	16	4	1	4	10	13	6	3	11	4	1	0
	Column Comparisons	-						b							
No - there have been no problems	% within column	94%	97%	93%	94%	96%	95%	91%	93%	95%	93%	92%	97%	97%	92%
	Weighted counts	1,274	422	853	334	383	298	259	659	616	197	464	418	142	53
	Column Comparisons	-	b										b		
NET: Yes	% within column	6%	3%	7%	6%	4%	5%	9%	7%	5%	7%	8%	3%	3%	8%
	Weighted counts	77	14	63	20	17	17	24	48	29	15	43	11	4	5
	Column Comparisons	-		a								c			
Effective Column n	% within column														
	Weighted counts	1,009	206	803	261	309	233	206	518	491	143	346	330	136	54
Unweighted base	Column Comparisons														
	Weighted counts	1,386	283	1,103	358	425	320	283	711	675	197	475	453	187	74
Weighted base	Column Comparisons														
	Weighted counts	1,351	436	916	354	400	315	283	707	645	212	507	429	145	58
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1386; Base: Those who had ever used FedEx to send or receive items

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Q13_4: Problems experienced with ... the last 12 months: FedEx													
Lost mail	% within column	2%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	7	6	0	2	9	5	13	1	0	0	11	3
	Column Comparisons												
Damaged mail	% within column	1%	2%	1%	2%	2%	1%	2%	1%	2%	0%	2%	1%
	Weighted counts	6	7	2	4	15	4	18	1	1	0	17	2
	Column Comparisons												
Delayed mail	% within column	3%	2%	2%	2%	3%	1%	2%	1%	3%	1%	3%	1%
	Weighted counts	11	7	5	4	20	7	23	1	3	1	24	3
	Column Comparisons												
Mis-delivered mail	% within column	2%	0%	2%	1%	1%	1%	1%	2%	2%	0%	2%	0%
	Weighted counts	10	2	5	1	12	6	15	1	2	0	16	2
	Column Comparisons												
Mail that has been tampered with	% within column	1%	0%	2%	1%	1%	0%	1%	0%	0%	1%	1%	0%
	Weighted counts	5	1	5	1	7	3	10	0	0	1	10	1
	Column Comparisons												
Other problems	% within column	3%	0%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%
	Weighted counts	12	2	4	1	12	7	16	1	1	1	15	4
	Column Comparisons												
No - there have been no problems	% within column	91%	95%	96%	97%	93%	96%	94%	96%	94%	96%	93%	98%
	Weighted counts	365	417	257	235	746	524	1,063	85	71	56	851	423
	Column Comparisons						a						a
NET: Yes	% within column	9%	5%	4%	3%	7%	4%	6%	4%	6%	4%	7%	2%
	Weighted counts	38	20	11	8	54	21	66	4	5	2	67	10
	Column Comparisons					b						b	
Effective Column n	% within column												
	Weighted counts	303	321	193	192	577	428	644	140	127	98	652	357
Unweighted base	Column Comparisons												
	Weighted counts	416	441	265	264	793	588	885	192	174	135	896	490
Weighted base	Column Comparisons												
	Weighted counts	403	437	269	243	800	545	1,129	89	76	58	918	434
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1386; Base: Those who had ever used FedEx to send or receive items

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_5: Problems experienced with ... the last 12 months: Hermes		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	3%	3%	3%	2%	4%	3%	2%	3%	3%	2%	5%	2%	3%	1%
	Weighted counts	79	23	57	14	30	19	16	36	43	8	47	16	8	2
	Column Comparisons	-										c			
Damaged mail	% within column	3%	3%	4%	3%	3%	4%	4%	3%	4%	5%	5%	2%	2%	2%
	Weighted counts	94	24	70	17	22	30	26	39	55	16	45	22	7	3
	Column Comparisons	-													
Delayed mail	% within column	5%	3%	5%	3%	5%	4%	6%	4%	5%	8%	5%	3%	3%	2%
	Weighted counts	125	24	101	20	37	29	38	52	73	29	53	31	10	3
	Column Comparisons	-		a							c				
Mis-delivered mail	% within column	2%	1%	3%	2%	3%	2%	3%	2%	3%	4%	2%	2%	3%	0%
	Weighted counts	63	11	51	10	23	13	17	25	38	16	23	15	8	1
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	22	3	18	5	8	4	6	7	15	3	12	5	2	0
	Column Comparisons	-													
Other problems	% within column	3%	2%	3%	2%	3%	2%	3%	2%	3%	3%	3%	3%	2%	0%
	Weighted counts	73	20	53	14	23	16	21	29	44	9	34	24	7	0
	Column Comparisons	-													
No - there have been no problems	% within column	88%	90%	87%	91%	86%	87%	87%	88%	88%	85%	85%	90%	90%	94%
	Weighted counts	2,356	745	1,611	567	627	588	574	1,057	1,298	309	829	804	264	150
	Column Comparisons	-	b										b		b
NET: Yes	% within column	12%	10%	13%	9%	14%	13%	13%	12%	12%	15%	15%	10%	10%	6%
	Weighted counts	329	81	248	55	99	89	87	147	183	53	146	90	30	9
	Column Comparisons	-		a								c e			
Effective Column n	% within column														
	Weighted counts	2,084	402	1,682	488	565	527	504	913	1,171	246	711	718	275	135
Unweighted base	Column Comparisons														
	Weighted counts	2,847	549	2,298	667	772	720	688	1,247	1,600	336	971	981	375	184
Weighted base	Column Comparisons														
	Weighted counts	2,685	826	1,859	622	726	677	661	1,204	1,481	363	975	894	294	159
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2847; Base: Those who had ever used Hermes to send or receive items

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Q13_5: Problems experienced with ... the last 12 months: Hermes													
Lost mail	% within column	4%	3%	2%	2%	4%	2%	3%	3%	2%	3%	3%	2%
	Weighted counts	27	26	13	13	56	24	68	5	3	4	57	23
	Column Comparisons					b							
Damaged mail	% within column	4%	3%	3%	4%	3%	4%	4%	4%	3%	2%	3%	4%
	Weighted counts	27	22	18	26	43	51	79	7	6	2	61	32
	Column Comparisons												
Delayed mail	% within column	4%	6%	4%	4%	5%	5%	5%	7%	4%	4%	5%	4%
	Weighted counts	26	52	24	23	69	56	102	12	6	5	84	41
	Column Comparisons												
Mis-delivered mail	% within column	3%	3%	1%	2%	2%	3%	2%	3%	2%	1%	2%	2%
	Weighted counts	22	22	5	14	28	34	52	6	3	2	44	19
	Column Comparisons												
Mail that has been tampered with	% within column	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	3	10	2	7	12	10	17	2	1	2	15	7
	Column Comparisons												
Other problems	% within column	3%	2%	4%	2%	3%	2%	3%	4%	3%	3%	3%	2%
	Weighted counts	20	18	20	15	45	28	58	7	5	4	51	22
	Column Comparisons												
No - there have been no problems	% within column	86%	88%	88%	88%	87%	88%	88%	85%	88%	88%	88%	88%
	Weighted counts	584	714	490	568	1,265	1,086	1,947	152	144	112	1,550	806
	Column Comparisons												
NET: Yes	% within column	14%	12%	12%	12%	13%	12%	12%	15%	12%	12%	12%	12%
	Weighted counts	94	95	64	76	188	141	268	26	19	16	215	114
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	515	633	431	505	1,086	994	1,299	293	275	217	1,283	801
Unweighted base	Column Comparisons												
	Weighted counts	704	864	589	690	1,483	1,358	1,775	400	376	296	1,753	1,094
Weighted base	Column Comparisons												
	Weighted counts	679	809	554	644	1,453	1,228	2,215	178	164	128	1,765	920
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2847; Base: Those who had ever used Hermes to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Q13_6: Problems experienced with ... the last 12 months: Interlink		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	0%	0%	1%	0%	0%	0%	2%	1%	0%	0%	1%	0%	0%	**	0%	1%	0%	0%
	Weighted counts	2	0	2	0	0	0	2	2	0	0	2	0	0		0	2	0	0
	Column Comparisons	-																	
Damaged mail	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	0%	0%	**	1%	1%	1%	0%
	Weighted counts	6	2	4	2	1	2	1	3	3	3	2	1	0		1	3	2	0
	Column Comparisons	-																	
Delayed mail	% within column	2%	1%	2%	3%	1%	3%	0%	2%	1%	1%	3%	0%	3%	**	2%	3%	1%	0%
	Weighted counts	11	4	6	5	1	4	0	7	3	1	8	1	1		4	5	1	0
	Column Comparisons	-																	
Mis-delivered mail	% within column	1%	0%	2%	0%	2%	1%	2%	1%	1%	3%	2%	0%	0%	**	0%	1%	1%	3%
	Weighted counts	8	1	7	1	4	1	2	4	4	3	6	0	0		1	2	1	4
	Column Comparisons	-																	
Mail that has been tampered with	% within column	1%	0%	3%	0%	3%	0%	2%	2%	1%	3%	1%	1%	0%	**	1%	2%	0%	3%
	Weighted counts	9	0	9	0	6	0	3	7	2	3	4	2	0		2	3	0	4
	Column Comparisons	-		a															
Other problems	% within column	2%	1%	2%	1%	3%	1%	4%	2%	2%	6%	2%	1%	1%	**	3%	2%	2%	1%
	Weighted counts	12	4	8	1	5	1	5	7	6	5	5	2	0		5	3	3	1
	Column Comparisons	-																	
No - there have been no problems	% within column	94%	96%	92%	96%	95%	95%	90%	93%	95%	91%	92%	97%	96%	**	93%	93%	96%	95%
	Weighted counts	614	296	318	175	199	134	106	350	264	80	278	207	36		171	184	135	124
	Column Comparisons	-																	
NET: Yes	% within column	6%	4%	8%	4%	5%	5%	10%	7%	5%	9%	8%	3%	4%	**	7%	7%	4%	5%
	Weighted counts	38	11	27	8	11	8	12	25	13	8	23	6	2		12	14	6	6
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	436	138	298	125	142	92	77	237	199	54	183	150	38	12	123	129	88	96
	Column Comparisons																		
Unweighted base		597	189	408	171	195	126	105	325	272	74	250	205	52	16	168	177	120	132
Weighted base		652	307	345	183	210	142	118	375	277	87	301	213	38	13	183	198	141	130
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 597; Base: Those who had ever used Interlink to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	N. Ire- and	Urb- an	Rural
Q13_6: Problems experienced with ... the last 12 months:								
Interlink								
Lost mail	% within column	0%	0%	0%	0%	1%	**	0%
	Weighted counts	2	0	2	0	0		2
	Column Comparisons							0
Damaged mail	% within column	1%	1%	1%	0%	1%	**	1%
	Weighted counts	4	2	5	0	0		4
	Column Comparisons							2
Delayed mail	% within column	2%	1%	1%	2%	5%	**	2%
	Weighted counts	9	1	7	1	2		7
	Column Comparisons							3
Mis-delivered mail	% within column	2%	1%	1%	2%	0%	**	1%
	Weighted counts	7	1	8	1	0		6
	Column Comparisons							3
Mail that has been tampered with	% within column	2%	1%	1%	2%	0%	**	2%
	Weighted counts	8	2	8	1	0		8
	Column Comparisons							1
Other problems	% within column	2%	1%	2%	3%	0%	**	2%
	Weighted counts	11	2	11	1	0		10
	Column Comparisons							2
No - there have been no problems	% within column	92%	98%	94%	93%	93%	**	94%
	Weighted counts	419	195	528	33	33		409
	Column Comparisons		a					205
NET: Yes	% within column	8%	2%	6%	7%	7%	**	6%
	Weighted counts	35	4	32	2	2		28
	Column Comparisons		b					10
Effective Column n	% within column							
	Weighted counts	294	142	292	56	55	32	272
	Column Comparisons							164
Unweighted base		403	194	400	77	76	44	372
Weighted base		454	198	559	36	36	21	437
Columns		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 597; Base: Those who had ever used Interlink to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_7: Problems experienced with ... the last 12 months: DPD		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	16	0	16	7	3	4	2	7	9	4	8	3	0	1
	Column Comparisons	-		a											
Damaged mail	% within column	2%	1%	2%	2%	1%	2%	2%	3%	1%	2%	2%	2%	1%	2%
	Weighted counts	33	7	26	10	7	8	8	28	6	6	14	11	1	2
	Column Comparisons	-							b						
Delayed mail	% within column	3%	2%	3%	5%	3%	2%	3%	3%	3%	4%	4%	2%	1%	0%
	Weighted counts	56	14	42	20	13	8	15	26	30	10	32	12	2	0
	Column Comparisons	-													
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	0%	0%
	Weighted counts	17	8	10	6	4	3	4	7	10	7	6	5	0	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	13	2	11	6	3	3	2	8	5	1	4	8	0	0
	Column Comparisons	-													
Other problems	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	3%	0%
	Weighted counts	25	7	17	9	4	6	6	12	13	6	9	6	4	0
	Column Comparisons	-													
No - there have been no problems	% within column	93%	94%	92%	89%	95%	94%	93%	92%	93%	92%	92%	94%	95%	97%
	Weighted counts	1,698	590	1,108	403	469	418	408	887	811	237	689	567	132	74
	Column Comparisons	-				a									
NET: Yes	% within column	7%	6%	8%	11%	5%	6%	7%	8%	7%	8%	8%	6%	5%	3%
	Weighted counts	130	35	96	48	26	25	31	73	58	22	62	37	6	3
	Column Comparisons	-			b										
Effective Column n	% within column														
	Weighted counts	1,383	294	1,089	341	380	331	331	701	682	169	528	473	143	70
Column Comparisons															
Unweighted base		1,924	409	1,515	475	529	460	460	975	949	235	735	658	199	97
Weighted base		1,829	625	1,204	451	494	444	439	960	869	259	751	604	138	76
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1924; Base: Those who had ever used DPD to send or receive items

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Q13_7: Problems experienced with ... the last 12 months: DPD													
Lost mail	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%
	Weighted counts	4	3	3	5	12	4	14	1	0	1	14	2
	Column Comparisons												
Damaged mail	% within column	1%	1%	2%	3%	2%	2%	2%	1%	3%	2%	2%	2%
	Weighted counts	7	6	8	11	20	14	26	2	3	2	24	9
	Column Comparisons												
Delayed mail	% within column	2%	5%	2%	3%	4%	2%	3%	3%	2%	2%	4%	2%
	Weighted counts	9	27	8	12	43	13	47	4	2	2	44	12
	Column Comparisons												
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%
	Weighted counts	4	6	3	4	8	9	14	1	2	1	17	1
	Column Comparisons											b	
Mail that has been tampered with	% within column	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%
	Weighted counts	5	4	4	0	8	5	11	1	0	1	11	2
	Column Comparisons												
Other problems	% within column	2%	2%	1%	1%	1%	1%	1%	2%	3%	2%	1%	2%
	Weighted counts	8	9	4	5	15	8	16	3	3	2	15	10
	Column Comparisons												
No - there have been no problems	% within column	93%	92%	93%	93%	92%	94%	93%	93%	91%	92%	92%	95%
	Weighted counts	454	521	341	382	1,049	646	1,384	126	95	94	1,154	545
	Column Comparisons												
NET: Yes	% within column	7%	8%	7%	7%	8%	6%	7%	7%	9%	8%	8%	5%
	Weighted counts	32	44	25	30	87	42	104	10	9	8	101	29
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	363	426	274	321	819	561	834	217	172	160	886	497
Unweighted base	Column Comparisons												
	Weighted counts	505	592	381	446	1,140	780	1,161	302	239	222	1,233	691
Weighted base	Column Comparisons												
	Weighted counts	485	566	366	412	1,136	688	1,488	136	104	101	1,255	574
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1924; Base: Those who had ever used DPD to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_8: Problems experienced with ... the last 12 months: Parcelforce		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%	0%
	Weighted counts	16	3	12	4	4	4	4	5	10	0	2	11	2	0
	Column Comparisons	-													
Damaged mail	% within column	2%	1%	2%	1%	2%	1%	3%	1%	2%	1%	2%	2%	1%	0%
	Weighted counts	40	11	29	8	12	6	14	17	23	4	14	19	3	0
	Column Comparisons	-													
Delayed mail	% within column	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%
	Weighted counts	53	15	38	12	13	14	15	28	25	5	17	21	6	4
	Column Comparisons	-													
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	21	8	13	6	4	4	8	8	14	2	5	11	3	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%
	Weighted counts	11	5	6	7	1	1	1	8	3	1	5	3	1	0
	Column Comparisons	-													
Other problems	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	20	4	16	4	4	6	7	10	11	1	5	9	3	2
	Column Comparisons	-													
No - there have been no problems	% within column	95%	96%	94%	95%	96%	95%	94%	95%	95%	95%	95%	94%	96%	97%
	Weighted counts	2,311	825	1,486	618	667	536	491	1,157	1,155	238	761	879	287	147
	Column Comparisons	-													
NET: Yes	% within column	5%	4%	6%	5%	4%	5%	6%	5%	5%	5%	5%	6%	4%	3%
	Weighted counts	123	34	89	30	31	29	34	64	59	12	43	52	12	5
	Column Comparisons	-													
Effective Column n	% within column														
	Weighted counts	1,889	435	1,454	503	552	428	406	955	934	168	575	737	272	137
	Column Comparisons														
Unweighted base		2,592	597	1,995	690	757	588	557	1,310	1,282	230	789	1,012	373	188
Weighted base		2,434	859	1,575	648	697	565	524	1,221	1,214	250	804	930	299	152
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2592; Base: Those who had ever used Parcelforce to send or receive items

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Q13_8: Problems experienced with ... the last 12 months: Parcelforce													
Lost mail	% within column	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	5	2	6	3	9	6	12	0	1	2	11	5
	Column Comparisons												
Damaged mail	% within column	2%	1%	3%	1%	2%	1%	2%	1%	1%	2%	2%	2%
	Weighted counts	15	6	14	6	27	12	33	2	2	3	25	15
	Column Comparisons												
Delayed mail	% within column	3%	2%	2%	2%	3%	1%	2%	2%	1%	2%	2%	2%
	Weighted counts	22	13	9	9	40	13	46	3	2	2	39	14
	Column Comparisons					b							
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	7	5	3	7	15	6	16	1	2	2	18	3
	Column Comparisons												
Mail that has been tampered with	% within column	0%	1%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%
	Weighted counts	1	7	3	0	10	1	10	0	0	1	10	1
	Column Comparisons					b							
Other problems	% within column	1%	1%	1%	0%	1%	1%	1%	2%	0%	1%	1%	1%
	Weighted counts	9	5	5	2	12	9	15	4	1	1	13	8
	Column Comparisons												
No - there have been no problems	% within column	94%	95%	94%	96%	94%	97%	95%	94%	96%	94%	95%	95%
	Weighted counts	600	695	462	555	1,251	1,051	1,880	143	144	144	1,534	777
	Column Comparisons						a						
NET: Yes	% within column	6%	5%	6%	4%	6%	3%	5%	6%	4%	6%	5%	5%
	Weighted counts	37	35	30	20	85	37	100	9	6	9	82	41
	Column Comparisons					b							
Effective Column n	% within column												
	Weighted counts	498	568	370	453	988	895	1,144	247	254	244	1,173	716
Unweighted base	Column Comparisons												
	Weighted counts	683	779	508	622	1,356	1,228	1,570	339	348	335	1,610	982
Weighted base	Column Comparisons												
	Weighted counts	638	730	492	575	1,336	1,089	1,980	152	150	153	1,616	818
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2592; Base: Those who had ever used Parcelforce to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
Q13_9: Problems experienced with ... the last 12 months: TNT Express		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	1%	0%	2%	1%	1%	0%	2%	1%	2%	3%	1%	0%	0%	**	1%	1%	0%	2%
	Weighted counts	5	0	5	2	1	0	2	2	3	2	3	0	0		2	1	0	2
	Column Comparisons	-																	
Damaged mail	% within column	1%	1%	2%	3%	1%	0%	2%	1%	2%	3%	2%	0%	4%	**	0%	0%	3%	4%
	Weighted counts	7	2	5	4	1	0	3	2	5	1	4	0	2		0	0	3	5
	Column Comparisons	-																	
Delayed mail	% within column	2%	1%	2%	3%	1%	2%	1%	1%	3%	0%	4%	0%	0%	**	1%	2%	2%	1%
	Weighted counts	9	3	6	4	1	2	1	3	6	0	8	0	0		3	3	2	1
	Column Comparisons	-																	
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	0%	4%	0%	3%	4%	2%	0%	2%	**	1%	1%	2%	1%
	Weighted counts	7	0	7	1	2	0	4	1	6	2	4	0	1		2	2	2	1
	Column Comparisons	-		a						a									
Mail that has been tampered with	% within column	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**	0%	0%	1%	1%
	Weighted counts	2	0	2	1	0	0	0	2	0	0	1	0	0		0	0	1	1
	Column Comparisons	-																	
Other problems	% within column	1%	0%	1%	0%	0%	2%	1%	1%	1%	6%	0%	0%	1%	**	0%	2%	1%	0%
	Weighted counts	4	0	4	0	1	2	1	3	1	3	1	0	0		0	2	1	0
	Column Comparisons	-									b c								
No - there have been no problems	% within column	96%	97%	94%	94%	97%	96%	94%	97%	92%	90%	94%	99%	93%	**	98%	94%	94%	95%
	Weighted counts	527	223	304	131	172	115	109	349	178	51	218	180	55		172	150	97	107
	Column Comparisons	-							b			a b d							
NET: Yes	% within column	4%	3%	6%	6%	3%	4%	6%	3%	8%	10%	6%	1%	7%	**	2%	6%	6%	5%
	Weighted counts	25	6	19	8	5	5	7	10	15	6	14	1	4		4	9	6	6
	Column Comparisons	-								a	c	c		c					
Effective Column n	% within column																		
	Weighted counts	405	117	288	104	133	86	82	258	148	37	148	140	55	25	127	116	74	88
	Column Comparisons																		
Unweighted base		560	162	398	144	184	119	113	356	204	51	205	193	76	35	176	160	102	122
Weighted base		551	229	322	139	177	120	116	359	192	57	232	181	58	23	176	158	104	113
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 560; Base: Those who had ever used TNT Express to send or receive items; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	Irel- and	Urb- an
								Rural
Q13_9: Problems experienced with ... the last 12 months:								
TNT Express								
Lost mail	% within column	0%	2%	1%	0%	0%	0%	1%
	Weighted counts	1	5	5	0	0	0	4
	Column Comparisons		a					
Damaged mail	% within column	1%	2%	2%	0%	0%	0%	2%
	Weighted counts	3	5	7	0	0	0	7
	Column Comparisons							
Delayed mail	% within column	2%	1%	2%	0%	3%	0%	2%
	Weighted counts	6	3	8	0	1	0	6
	Column Comparisons							
Mis-delivered mail	% within column	1%	1%	2%	0%	0%	0%	2%
	Weighted counts	5	2	7	0	0	0	6
	Column Comparisons							
Mail that has been tampered with	% within column	0%	1%	0%	0%	1%	2%	0%
	Weighted counts	1	1	1	0	0	0	2
	Column Comparisons							
Other problems	% within column	1%	1%	1%	2%	0%	0%	1%
	Weighted counts	2	2	3	1	0	0	4
	Column Comparisons							
No - there have been no problems	% within column	96%	95%	95%	98%	97%	98%	95%
	Weighted counts	341	184	428	39	35	25	344
	Column Comparisons							
NET: Yes	% within column	4%	5%	5%	2%	3%	2%	5%
	Weighted counts	14	11	22	1	1	0	19
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	246	159	248	59	57	41	247
Unweighted base	Weighted counts							
	Column Comparisons							
Weighted base	Weighted counts	340	219	343	82	79	56	341
	Column Comparisons							
Columns	Weighted counts	355	195	450	40	36	25	363
	Column Comparisons							
		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 560; Base: Those who had ever used TNT Express to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
Q13_10: Problems experienced with ... the last 12 months: TNT Post UK		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	1%	**	1%	3%	0%	**	**	1%	0%	**	1%	0%	**	**	0%	2%	**	0%
	Weighted counts	1		1	1	0			1	0		1	0			0	1		0
	Column Comparisons	-																	
Damaged mail	% within column	2%	**	3%	1%	2%	**	**	2%	1%	**	2%	0%	**	**	1%	5%	**	0%
	Weighted counts	5		5	1	2			4	1		2	0			1	4		0
	Column Comparisons	-																	
Delayed mail	% within column	3%	**	3%	6%	1%	**	**	1%	6%	**	4%	1%	**	**	3%	2%	**	0%
	Weighted counts	7		5	3	1			2	5		4	0			2	2		0
	Column Comparisons	-																	
Mis-delivered mail	% within column	0%	**	0%	0%	0%	**	**	0%	0%	**	0%	0%	**	**	0%	0%	**	0%
	Weighted counts	0		0	0	0			0	0		0	0			0	0		0
	Column Comparisons	-		-	-	-			-	-		-	-			-	-		-
Mail that has been tampered with	% within column	3%	**	4%	4%	0%	**	**	3%	1%	**	3%	1%	**	**	3%	4%	**	0%
	Weighted counts	6		6	2	0			5	1		3	0			2	3		0
	Column Comparisons	-																	
Other problems	% within column	0%	**	1%	0%	1%	**	**	1%	0%	**	1%	0%	**	**	0%	1%	**	0%
	Weighted counts	1		1	0	1			1	0		1	0			0	1		0
	Column Comparisons	-																	
No - there have been no problems	% within column	94%	**	92%	93%	95%	**	**	94%	93%	**	91%	99%	**	**	94%	91%	**	100%
	Weighted counts	221		143	51	80			145	76		95	69			62	73		55
	Column Comparisons	-																	
NET: Yes	% within column	6%	**	8%	7%	5%	**	**	6%	7%	**	9%	1%	**	**	6%	9%	**	0%
	Weighted counts	15		13	4	4			9	5		9	1			4	7		0
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	163	35	127	40	57	35	31	101	62	25	64	52	15	7	40	57	26	41
	Column Comparisons																		
Unweighted base		221	48	173	54	77	48	42	137	84	34	87	71	20	9	54	77	35	55
Weighted base		236	80	156	55	83	53	44	155	81	38	104	70	15	9	67	80	34	55
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 221; Base: Those who had ever used TNT Post UK to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Not working	Working	NET: Engl- and	NET: Scotl- and	N. Irel- and	Urb- an	Rural
QI3_10: Problems experienced with ... the last 12 months:								
TNT Post UK								
Lost mail	% within column	1%	0%	1%	**	**	1%	0%
	Weighted counts	1	0	1			1	0
	Column Comparisons							
Damaged mail	% within column	2%	2%	2%	**	**	3%	0%
	Weighted counts	3	2	5			5	0
	Column Comparisons							
Delayed mail	% within column	3%	3%	3%	**	**	3%	3%
	Weighted counts	5	2	6			5	2
	Column Comparisons							
Mis-delivered mail	% within column	0%	0%	0%	**	**	0%	0%
	Weighted counts	0	0	0			0	0
	Column Comparisons	-	-	-			-	-
Mail that has been tampered with	% within column	3%	2%	3%	**	**	4%	0%
	Weighted counts	4	2	6			6	0
	Column Comparisons							
Other problems	% within column	1%	0%	0%	**	**	1%	0%
	Weighted counts	1	0	0			1	0
	Column Comparisons							
No - there have been no problems	% within column	93%	95%	94%	**	**	93%	97%
	Weighted counts	144	76	188			161	61
	Column Comparisons							
NET: Yes	% within column	7%	5%	6%	**	**	7%	3%
	Weighted counts	10	4	13			12	2
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	105	57	108	23	18	14	110
Unweighted base	Column Comparisons							
	Weighted counts	142	78	147	31	24	19	149
Weighted base	Column Comparisons							
	Weighted counts	154	80	200	16	12	8	173
Columns		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 221; Base: Those who had ever used TNT Post UK to send or receive items; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_11: Problems experienced with ... the last 12 months: UPS		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	3	0	3	3	1	0	0	2	2	1	3	0	0	0
	Column Comparisons	-													
Damaged mail	% within column	1%	1%	1%	2%	2%	1%	0%	1%	1%	2%	2%	1%	1%	0%
	Weighted counts	14	3	11	5	6	2	1	7	7	3	8	3	1	0
	Column Comparisons	-													
Delayed mail	% within column	2%	1%	2%	1%	1%	2%	3%	2%	2%	3%	1%	1%	2%	0%
	Weighted counts	19	4	15	2	3	4	9	10	8	6	6	4	3	0
	Column Comparisons	-													
Mis-delivered mail	% within column	1%	0%	1%	1%	2%	0%	1%	1%	1%	2%	1%	0%	1%	0%
	Weighted counts	9	0	9	3	5	0	1	4	5	3	5	1	1	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	0%	1%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%
	Weighted counts	7	1	6	3	3	1	0	5	2	1	4	1	0	0
	Column Comparisons	-													
Other problems	% within column	1%	0%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	Weighted counts	10	1	9	3	1	3	2	9	1	2	4	2	1	1
	Column Comparisons	-													
No - there have been no problems	% within column	96%	98%	95%	96%	95%	96%	96%	96%	96%	93%	95%	97%	95%	99%
	Weighted counts	1,102	360	742	280	304	262	257	608	494	157	395	378	111	61
	Column Comparisons	-	b												
NET: Yes	% within column	4%	2%	5%	4%	5%	4%	4%	4%	4%	7%	5%	3%	5%	1%
	Weighted counts	48	8	41	12	15	10	12	28	20	12	20	10	5	1
	Column Comparisons	-		a											
Effective Column n	% within column														
	Weighted counts	894	190	704	231	252	211	200	485	408	114	292	312	111	65
	Column Comparisons														
Unweighted base		1,228	261	967	317	346	290	275	667	561	156	401	429	153	89
Weighted base		1,151	368	783	292	319	272	268	637	514	169	415	388	116	62
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1228; Base: Those who had ever used UPS to send or receive items

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Wales	Ireland	Urban	Rural
QI3_11: Problems experienced with ... the last 12 months: UPS													
Lost mail	% within column	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
	Weighted counts	2	1	0	1	2	2	3	0	0	0	3	0
	Column Comparisons												
Damaged mail	% within column	2%	1%	0%	2%	1%	1%	1%	1%	1%	0%	2%	0%
	Weighted counts	6	3	1	5	8	6	12	1	1	0	13	2
	Column Comparisons												
Delayed mail	% within column	3%	2%	1%	1%	2%	2%	1%	2%	3%	1%	2%	1%
	Weighted counts	8	7	1	2	11	8	14	2	2	1	14	5
	Column Comparisons												
Mis-delivered mail	% within column	2%	0%	1%	0%	1%	1%	1%	0%	1%	2%	1%	0%
	Weighted counts	6	1	2	1	7	3	7	0	1	1	8	1
	Column Comparisons												
Mail that has been tampered with	% within column	1%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%
	Weighted counts	3	1	0	2	6	1	5	1	1	0	7	0
	Column Comparisons												
Other problems	% within column	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	1%	0%
	Weighted counts	4	3	3	0	6	4	7	2	0	0	8	2
	Column Comparisons												
No - there have been no problems	% within column	94%	96%	97%	97%	96%	96%	96%	94%	94%	95%	95%	98%
	Weighted counts	298	348	221	236	651	449	899	84	64	55	725	377
	Column Comparisons												
NET: Yes	% within column	6%	4%	3%	3%	4%	4%	4%	6%	6%	5%	5%	2%
	Weighted counts	19	15	7	8	29	20	36	5	4	3	39	10
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	252	277	171	194	497	395	545	142	114	93	568	326
Unweighted base	Column Comparisons												
	Weighted counts	346	380	235	267	683	543	749	195	156	128	780	448
Weighted base	Column Comparisons												
	Weighted counts	317	363	228	244	680	469	935	89	68	58	764	387
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1228; Base: Those who had ever used UPS to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																	
		Method- ology		Quarter				Gender		Age					SEG				
Q13_12: Problems experienced with ... the last 12 months:		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
UK Mail																			
Lost mail	% within column	2%	0%	2%	0%	2%	2%	2%	1%	3%	3%	2%	1%	3%	**	1%	2%	1%	2%
	Weighted counts	10	1	9	0	4	3	3	3	7	2	4	1	2		2	4	1	3
	Column Comparisons	-																	
Damaged mail	% within column	1%	1%	2%	2%	2%	2%	0%	1%	2%	2%	2%	1%	2%	**	1%	1%	0%	4%
	Weighted counts	8	1	7	2	4	2	0	4	4	2	3	2	1		2	1	0	5
	Column Comparisons	-																	
Delayed mail	% within column	2%	1%	2%	1%	2%	2%	3%	2%	2%	1%	2%	2%	2%	**	3%	1%	2%	1%
	Weighted counts	10	1	9	1	3	3	3	5	5	1	4	4	1		4	2	2	2
	Column Comparisons	-																	
Mis-delivered mail	% within column	3%	0%	3%	2%	3%	1%	3%	3%	2%	2%	2%	4%	1%	**	3%	3%	1%	3%
	Weighted counts	14	1	14	3	6	2	4	9	5	1	5	7	1		4	5	1	4
	Column Comparisons	-																	
Mail that has been tampered with	% within column	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%	**	0%	0%	0%	1%
	Weighted counts	2	0	2	0	1	0	1	2	0	0	0	2	0		0	0	0	2
	Column Comparisons	-																	
Other problems	% within column	0%	0%	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	**	1%	0%	1%	0%
	Weighted counts	2	0	2	1	2	0	0	2	1	1	1	0	0		1	1	1	0
	Column Comparisons	-																	
No - there have been no problems	% within column	94%	98%	93%	96%	92%	95%	93%	95%	92%	93%	95%	93%	94%	**	96%	94%	94%	91%
	Weighted counts	526	134	392	110	155	144	117	320	206	78	203	151	66		138	163	102	124
	Column Comparisons	-																	
NET: Yes	% within column	6%	2%	7%	4%	8%	5%	7%	5%	8%	7%	5%	7%	6%	**	4%	6%	6%	9%
	Weighted counts	35	3	32	5	13	8	10	18	17	6	12	12	4		6	11	6	12
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	431	61	370	98	125	113	95	261	170	55	144	135	67	30	115	129	81	106
	Column Comparisons																		
Unweighted base		583	82	501	133	169	153	128	353	230	74	195	183	91	40	155	175	110	143
Weighted base		561	137	424	114	168	152	127	338	223	84	215	163	71	28	144	173	108	136
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 583; Base: Those who had ever used UK Mail to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Not working	Working	NET: Engl- and	NET: Scotl- and	N. Irel- and	Urb- an	Rural
Q13_12: Problems experienced with ... the last 12 months:								
UK Mail								
Lost mail	% within column	3%	1%	2%	0%	2%	**	2%
	Weighted counts	8	2	9	0	1		7
	Column Comparisons							3
Damaged mail	% within column	2%	1%	2%	0%	0%	**	2%
	Weighted counts	6	2	8	0	0		7
	Column Comparisons							1
Delayed mail	% within column	2%	2%	2%	1%	0%	**	2%
	Weighted counts	6	4	9	0	0		9
	Column Comparisons							1
Mis-delivered mail	% within column	3%	3%	2%	4%	3%	**	3%
	Weighted counts	8	6	12	2	1		11
	Column Comparisons							4
Mail that has been tampered with	% within column	0%	1%	0%	0%	0%	**	0%
	Weighted counts	0	2	2	0	0		0
	Column Comparisons							2
Other problems	% within column	0%	0%	0%	1%	0%	**	1%
	Weighted counts	1	1	2	1	0		2
	Column Comparisons							0
No - there have been no problems	% within column	93%	95%	94%	94%	97%	**	93%
	Weighted counts	299	226	446	37	31		348
	Column Comparisons							178
NET: Yes	% within column	7%	5%	6%	6%	3%	**	7%
	Weighted counts	23	12	31	2	1		26
	Column Comparisons							9
Effective Column n	% within column							
	Weighted counts	228	202	284	67	54	25	267
	Column Comparisons							163
Unweighted base		308	274	385	91	73	34	362
Weighted base		323	238	477	40	32	13	375
Columns		A	B	A	B	C	D	A
								B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 583; Base: Those who had ever used UK Mail to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics																	
			Method-ology			Quarter				Gender		Age					SEG			
			Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
QI3_13: Problems experienced with ... the last 12 months: DX																				
Lost mail	% within column	0%	**	0%	**	**	**	**	0%	**	**	0%	**	**	**	**	**	**	**	
	Weighted counts	0		0					0			0								
	Column Comparisons	-		-					-			-								
Damaged mail	% within column	1%	**	2%	**	**	**	**	1%	**	**	1%	**	**	**	**	**	**	**	
	Weighted counts	2		2					1			1								
	Column Comparisons	-																		
Delayed mail	% within column	5%	**	5%	**	**	**	**	5%	**	**	5%	**	**	**	**	**	**	**	
	Weighted counts	6		4					3			3								
	Column Comparisons	-																		
Mis-delivered mail	% within column	3%	**	5%	**	**	**	**	2%	**	**	1%	**	**	**	**	**	**	**	
	Weighted counts	3		3					1			1								
	Column Comparisons	-																		
Mail that has been tampered with	% within column	0%	**	0%	**	**	**	**	0%	**	**	0%	**	**	**	**	**	**	**	
	Weighted counts	0		0					0			0								
	Column Comparisons	-		-					-			-								
Other problems	% within column	2%	**	3%	**	**	**	**	2%	**	**	4%	**	**	**	**	**	**	**	
	Weighted counts	2		2					2			2								
	Column Comparisons	-																		
No - there have been no problems	% within column	91%	**	89%	**	**	**	**	91%	**	**	91%	**	**	**	**	**	**	**	
	Weighted counts	94		65					61			48								
	Column Comparisons	-																		
NET: Yes	% within column	9%	**	11%	**	**	**	**	9%	**	**	9%	**	**	**	**	**	**	**	
	Weighted counts	10		8					6			5								
	Column Comparisons	-																		
Effective Column n	% within column																			
	Weighted counts	79	17	62	18	27	16	19	47	32	13	39	21	6	0	15	34	15	16	
	Column Comparisons																			
Unweighted base		107	23	84	24	37	21	25	64	43	17	53	29	8	0	20	46	20	21	
Weighted base		104	32	72	18	39	23	24	67	37	21	53	25	5	0	21	39	23	21	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 107; Base: Those who had ever used DX to send or receive items; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Not working	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
QI3_13: Problems experienced with ... the last 12 months:								
DX								
	% within column	0%	**	0%	**	**	0%	**
Lost mail	Weighted counts	0		0			0	
	Column Comparisons	-		-			-	
	% within column	2%	**	1%	**	**	1%	**
Damaged mail	Weighted counts	1		1			1	
	Column Comparisons							
	% within column	6%	**	5%	**	**	4%	**
Delayed mail	Weighted counts	5		4			3	
	Column Comparisons							
	% within column	4%	**	3%	**	**	4%	**
Mis-delivered mail	Weighted counts	3		3			3	
	Column Comparisons							
	% within column	0%	**	0%	**	**	0%	**
Mail that has been tampered with	Weighted counts	0		0			0	
	Column Comparisons	-		-			-	
	% within column	2%	**	1%	**	**	2%	**
Other problems	Weighted counts	2		1			2	
	Column Comparisons							
	% within column	89%	**	91%	**	**	90%	**
No - there have been no problems	Weighted counts	70		76			70	
	Column Comparisons							
	% within column	11%	**	9%	**	**	10%	**
NET: Yes	Weighted counts	8		7			7	
	Column Comparisons							
	% within column							
Effective Column n	Weighted counts	57	22	47	17	10	5	55
	Column Comparisons							
Unweighted base		77	30	63	23	14	7	74
Weighted base		78	26	83	11	7	3	77
Columns		A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 107; Base: Those who had ever used DX to send or receive items; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_14: Problems experienced with ... the last 12 months: Yodel		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	2%	1%	3%	3%	3%	2%	2%	3%	2%	2%	4%	2%	1%	0%
	Weighted counts	53	10	43	16	17	11	9	29	24	5	30	14	4	0
	Column Comparisons	-													
Damaged mail	% within column	4%	2%	4%	5%	2%	4%	4%	4%	4%	6%	3%	4%	2%	3%
	Weighted counts	84	15	69	27	15	20	22	42	42	17	26	31	5	4
	Column Comparisons	-		a											
Delayed mail	% within column	6%	6%	6%	8%	6%	6%	4%	6%	6%	6%	7%	5%	4%	4%
	Weighted counts	132	39	94	41	35	33	24	60	72	17	58	41	11	6
	Column Comparisons	-													
Mis-delivered mail	% within column	2%	1%	3%	3%	2%	3%	3%	2%	3%	2%	3%	2%	2%	1%
	Weighted counts	55	9	46	15	11	15	15	20	35	7	26	16	5	2
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	0%	1%	0%	1%	1%	1%	1%	1%	2%	1%	0%	0%	0%
	Weighted counts	16	1	15	1	5	6	4	9	7	4	7	3	0	0
	Column Comparisons	-													
Other problems	% within column	3%	1%	4%	4%	4%	2%	3%	2%	4%	3%	4%	2%	3%	4%
	Weighted counts	67	9	58	20	22	11	14	24	43	10	29	15	8	5
	Column Comparisons	-		a											
No - there have been no problems	% within column	87%	90%	85%	84%	87%	87%	89%	88%	85%	84%	84%	88%	90%	90%
	Weighted counts	1,932	579	1,353	456	541	460	476	948	984	244	653	673	235	128
	Column Comparisons	-	b						b						
NET: Yes	% within column	13%	10%	15%	16%	13%	13%	11%	12%	15%	16%	16%	12%	10%	10%
	Weighted counts	295	64	231	86	79	71	59	124	172	45	121	89	26	14
	Column Comparisons	-		a						a					
Effective Column n	% within column														
	Weighted counts	1,770	315	1,454	437	500	421	412	855	915	189	580	628	245	129
Column Comparisons															
Unweighted base		2,464	439	2,025	609	696	586	573	1,190	1,274	263	807	874	341	179
Weighted base		2,228	643	1,585	541	620	532	535	1,072	1,156	289	773	762	262	142
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2464; Base: Those who had ever used Yodel to send or receive items

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
Q13_14: Problems experienced with ... the last 12 months: Yodel		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Lost mail	% within column	2%	1%	3%	3%	3%	2%	3%	2%	2%	2%	3%	2%
	Weighted counts	10	10	15	18	35	18	45	3	3	2	39	13
	Column Comparisons												
Damaged mail	% within column	2%	4%	3%	5%	4%	4%	4%	3%	3%	3%	4%	3%
	Weighted counts	10	29	14	30	46	37	70	5	5	4	59	25
	Column Comparisons												
Delayed mail	% within column	7%	6%	5%	5%	7%	4%	6%	4%	6%	7%	6%	5%
	Weighted counts	38	45	24	26	87	45	107	7	8	10	93	39
	Column Comparisons					b							
Mis-delivered mail	% within column	3%	2%	2%	3%	3%	2%	3%	1%	2%	2%	2%	2%
	Weighted counts	15	18	8	15	32	24	47	2	3	3	37	18
	Column Comparisons												
Mail that has been tampered with	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	1%	1%
	Weighted counts	3	5	2	5	10	6	12	0	1	2	11	4
	Column Comparisons												
Other problems	% within column	4%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	2%
	Weighted counts	20	20	13	14	38	28	53	6	3	4	52	15
	Column Comparisons												
No - there have been no problems	% within column	86%	87%	87%	87%	85%	88%	86%	88%	88%	89%	86%	89%
	Weighted counts	437	621	387	487	1,035	891	1,535	145	131	121	1,270	662
	Column Comparisons						a						
NET: Yes	% within column	14%	13%	13%	13%	15%	12%	14%	12%	12%	11%	14%	11%
	Weighted counts	72	92	56	75	179	116	243	19	17	16	211	85
	Column Comparisons					b							
Effective Column n	% within column												
	Weighted counts	420	560	351	440	920	846	1,034	266	246	223	1,105	664
Unweighted base	Column Comparisons												
	Weighted counts	585	779	488	612	1,281	1,178	1,439	371	343	311	1,539	925
Weighted base	Column Comparisons												
	Weighted counts	509	713	443	562	1,214	1,007	1,778	165	148	137	1,481	747
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 2464; Base: Those who had ever used Yodel to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_15: Problems experienced with ... the last 12 months:					Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+
Amazon Logistics		Total	CAPI	Online	2016	2016	2017	2017	Male	Female	years	years	years	years	years
Lost mail	% within column	2%	1%	3%	3%	2%	2%	3%	2%	3%	4%	3%	3%	0%	0%
	Weighted counts	37	4	33	11	7	9	9	13	25	8	15	13	1	0
	Column Comparisons	-		a											
Damaged mail	% within column	2%	0%	3%	2%	2%	3%	1%	2%	2%	2%	2%	3%	0%	0%
	Weighted counts	32	2	29	9	8	11	4	16	15	4	14	13	0	0
	Column Comparisons	-		a											
Delayed mail	% within column	4%	3%	5%	5%	4%	5%	3%	4%	5%	7%	4%	5%	0%	1%
	Weighted counts	63	16	47	18	17	18	11	28	35	15	21	27	0	1
	Column Comparisons	-									d		d		
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	16	0	16	4	6	6	2	8	9	2	6	7	0	1
	Column Comparisons	-		a											
Mail that has been tampered with	% within column	1%	1%	1%	2%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%
	Weighted counts	12	6	6	7	1	3	0	9	3	1	7	3	0	0
	Column Comparisons	-													
Other problems	% within column	1%	1%	2%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%
	Weighted counts	22	5	17	8	3	5	5	11	11	4	8	8	2	1
	Column Comparisons	-													
No - there have been no problems	% within column	91%	94%	89%	91%	92%	89%	91%	92%	90%	89%	89%	89%	98%	98%
	Weighted counts	1,396	551	845	366	397	337	296	712	684	202	493	433	177	92
	Column Comparisons	-	b											a b c	
NET: Yes	% within column	9%	6%	11%	9%	8%	11%	9%	8%	10%	11%	11%	11%	2%	2%
	Weighted counts	141	33	108	38	32	42	28	62	79	24	58	53	3	2
	Column Comparisons	-		a							d	d	d		
Effective Column n	% within column														
	Weighted counts	1,099	273	826	285	316	275	222	559	540	144	347	372	159	78
Unweighted base	Column Comparisons														
	Weighted counts	1,484	369	1,115	385	427	372	300	755	729	194	468	502	215	105
Weighted base	Column Comparisons														
	Weighted counts	1,537	584	953	403	429	380	325	773	763	226	551	487	179	94
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1484; Base: Those who had ever used Amazon Logistics to send or receive items

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QI3_15: Problems experienced with ... the last 12 months:													
Amazon Logistics													
Lost mail	% within column	3%	2%	3%	3%	2%	3%	2%	4%	1%	3%	3%	1%
	Weighted counts	10	8	9	10	17	20	32	4	1	1	32	5
	Column Comparisons												
Damaged mail	% within column	2%	2%	2%	2%	3%	1%	2%	4%	1%	1%	2%	3%
	Weighted counts	7	12	6	7	22	9	27	3	1	0	21	11
	Column Comparisons												
Delayed mail	% within column	4%	4%	4%	5%	4%	4%	4%	5%	3%	3%	4%	5%
	Weighted counts	15	18	11	19	37	26	56	4	2	1	42	21
	Column Comparisons												
Mis-delivered mail	% within column	1%	1%	0%	2%	1%	2%	1%	2%	2%	1%	1%	1%
	Weighted counts	4	3	1	8	5	11	13	2	2	0	12	4
	Column Comparisons												
Mail that has been tampered with	% within column	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	0%
	Weighted counts	0	7	2	2	7	4	11	1	0	0	10	2
	Column Comparisons												
Other problems	% within column	1%	1%	1%	2%	1%	2%	1%	2%	1%	0%	2%	1%
	Weighted counts	6	6	3	7	9	13	19	2	1	0	17	4
	Column Comparisons												
No - there have been no problems	% within column	90%	91%	92%	90%	90%	92%	91%	85%	93%	93%	91%	90%
	Weighted counts	336	459	272	329	764	623	1,214	70	74	37	1,001	394
	Column Comparisons												
NET: Yes	% within column	10%	9%	8%	10%	10%	8%	9%	15%	7%	7%	9%	10%
	Weighted counts	37	43	25	36	83	57	120	12	5	3	97	44
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	284	348	201	266	561	531	758	136	134	70	746	352
Unweighted base	Column Comparisons												
	Weighted counts	383	470	272	359	758	717	1,024	184	181	95	1,007	476
Weighted base	Column Comparisons												
	Weighted counts	373	502	297	365	846	681	1,334	83	80	40	1,098	437
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1484; Base: Those who had ever used Amazon Logistics to send or receive items

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
Q13_16: Problems experienced with ... the last 12 months: Other			Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
Damaged mail	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
Delayed mail	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
Mis-delivered mail	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
Mail that has been tampered with	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
Other problems	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
No - there have been no problems	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
NET: Yes	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																			
	Column Comparisons																			
Effective Column n	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	23	8	15	5	5	6	7	11	13	3	10	7	3	1	8	9	5	2	
	Column Comparisons																			
Unweighted base	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	31	11	20	7	7	8	9	14	17	4	13	9	4	1	10	12	6	3	
	Column Comparisons																			
Weighted base	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	34	16	18	8	8	9	10	16	18	7	14	8	4	2	10	16	5	3	
	Column Comparisons																			
Columns	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	
	Column Comparisons																			

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 31; Base: Those who had ever used a provider not listed to send or receive items; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics						
		Working status		UK nation			Rurality	
		Not working	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Q13_16: Problems experienced with ... the last 12 months:		**	**	**	**	**	**	**
Other		**	**	**	**	**	**	**
Lost mail	% within column							
	Weighted counts							
	Column Comparisons							
Damaged mail	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
Delayed mail	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
Mis-delivered mail	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
Mail that has been tampered with	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
Other problems	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
No - there have been no problems	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
NET: Yes	% within column	**	**	**	**	**	**	**
	Weighted counts							
	Column Comparisons							
Effective Column n	% within column							
	Weighted counts	16	7	15	2	5	2	14
Unweighted base	Column Comparisons							
	Weighted counts	21	9	20	3	6	2	19
Weighted base	Column Comparisons							
	Weighted counts	22	12	29	2	3	1	25
Columns	Column Comparisons							
	Weighted counts	A	B	A	B	C	D	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 31; Base: Those who had ever used a provider not listed to send or receive items; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
QI4_1: Did you make a complaint about the problems you experienced with the services from: Citipost		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Eng-land
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	25	0	25	8	6	5	6	19	7	8	13	3	1	0	11	7	3	4	20	4	21
	Column Comparisons																					
Unweighted base		30	0	30	10	7	6	7	22	8	10	15	4	1	0	13	8	4	5	24	5	25
Weighted base		37	0	37	12	6	8	11	29	8	14	19	2	1	0	16	10	7	5	30	4	35
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 30; Base: Those who experienced problems with Citipost in the previous year; Cells with ** sample size that is smaller than 50.
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_1: Did you make a complaint about the problems you experienced with the services from: Citipost		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
	<i>% within column</i>	**	**	**	**	**
Yes	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
	<i>% within column</i>	**	**	**	**	**
No	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
	<i>% within column</i>	**	**	**	**	**
I can't remember	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
	<i>% within column</i>					
Effective Column n	<i>Weighted counts</i>	3	1	1	20	5
	<i>Column Comparisons</i>					
Unweighted base		3	1	1	24	6
Weighted base		1	1	0	30	7
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 30; Base: Those who experienced problems with Citipost in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_2: Did you make a complaint about the problems you experienced with the services from: Collect +		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Eng-land
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
I can't remember	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column	32	1	30	6	9	8	8	13	19	8	18	5	1	0	9	7	8	8	19	12	21
	Weighted counts																					
Unweighted base	Column Comparisons																					
	% within column	49	2	47	10	14	12	13	20	29	13	28	7	1	0	14	11	12	12	30	19	32
Weighted base	Weighted counts	51	7	44	11	16	9	15	26	25	16	28	5	1	0	20	11	9	10	32	19	43
	Column Comparisons																					
Columns	% within column	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A
	Weighted counts																					

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 49; Base: Those who experienced problems with Collect+ in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_2: Did you make a complaint about the problems you experienced with the services from: Collect +		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
		**	**	**	**	**
Yes	<i>% within column</i>					
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	3	3	5	25	7
	<i>Column Comparisons</i>					
Unweighted base		5	5	7	38	11
Weighted base		2	2	3	44	7
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 49; Base: Those who experienced problems with Collect+ in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_3: Did you make a complaint about the problems you experienced with the services from: DHL		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	51%	**	44%	**	**	**	**	47%	**	**	50%	**	**	**	**	**	**	**	51%	**	53%
	Weighted counts	51		34					29			31								35		45
	Column Comparisons	-																				
No	% within column	39%	**	49%	**	**	**	**	38%	**	**	46%	**	**	**	**	**	**	**	40%	**	38%
	Weighted counts	39		38					23			29								27		32
	Column Comparisons	-		a																		
I can't remember	% within column	10%	**	8%	**	**	**	**	14%	**	**	5%	**	**	**	**	**	**	**	10%	**	9%
	Weighted counts	10		6					9			3								7		8
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	66	8	58	21	13	16	16	37	29	7	38	14	7	0	23	17	17	9	45	21	42
	Column Comparisons																					
Unweighted base		98	12	86	31	19	24	24	55	43	11	56	21	10	0	35	25	25	13	67	31	63
Weighted base		100	22	78	37	21	21	21	61	39	12	63	16	9	0	34	27	23	17	69	31	85
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 98; Base: Those who experienced problems with DHL in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_3: Did you make a complaint about the problems you experienced with the services from: DHL		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	<i>% within column</i>	**	**	**	48%	**
	<i>Weighted counts</i>				38	
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	43%	**
	<i>Weighted counts</i>				35	
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	9%	**
	<i>Weighted counts</i>				7	
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	9	5	9	48	17
	<i>Column Comparisons</i>					
	<i>% within column</i>					
Unweighted base		13	8	14	72	26
Weighted base		6	3	6	80	20
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 98; Base: Those who experienced problems with DHL in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology			Quarter				Gender		Age					SEG				Working status		UK nation
Q14_4: Did you make a complaint about the problems you experienced with the services from: FedEx		Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	56%	**	52%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	59%	**	**
	Weighted counts	43		33																32		
	Column Comparisons	-																				
No	% within column	39%	**	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	35%	**	**
	Weighted counts	30		26																19		
	Column Comparisons	-																				
I can't remember	% within column	5%	**	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**	**
	Weighted counts	4		4																3		
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	50	5	44	10	13	13	14	30	20	9	24	9	4	3	22	13	9	6	34	15	33
	Column Comparisons																					
Unweighted base		73	8	65	15	19	19	20	44	29	13	36	14	6	4	32	19	13	9	50	22	49
Weighted base		77	14	63	20	17	17	24	48	29	15	43	11	4	5	38	20	11	8	54	21	66
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 73; Base: Those who experienced problems with FedEx in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_4: Did you make a complaint about the problems you experienced with the services from: FedEx		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	<i>% within column</i>	**	**	**	56%	**
	<i>Weighted counts</i>				37	
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	39%	**
	<i>Weighted counts</i>				26	
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	5%	**
	<i>Weighted counts</i>				3	
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	5	7	4	39	10
	<i>Column Comparisons</i>					
Unweighted base		8	10	6	58	15
Weighted base		4	5	2	67	10
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 73; Base: Those who experienced problems with FedEx in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_5: Did you make a complaint about the problems you experienced with the services from: Hermes		Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	56%	62%	54%	65%	62%	48%	52%	54%	58%	54%	52%	61%	**	**	56%	60%	53%	55%	56%	57%	57%
	Weighted counts	185	50	135	36	61	43	45	80	106	29	76	55			53	56	34	42	105	80	152
	Column Comparisons	-																				
No	% within column	39%	38%	39%	30%	32%	51%	41%	40%	38%	41%	43%	33%	**	**	39%	37%	43%	39%	39%	39%	38%
	Weighted counts	129	31	98	16	32	45	35	58	70	22	64	30			37	35	28	29	73	56	103
	Column Comparisons	-																				
I can't remember	% within column	5%	0%	6%	5%	6%	1%	7%	6%	4%	5%	5%	6%	**	**	5%	4%	5%	6%	5%	4%	5%
	Weighted counts	15	0	15	3	6	1	6	9	7	3	7	6			4	3	3	5	10	6	13
	Column Comparisons	-		a																		
Effective Column n		260	41	219	48	71	70	71	106	154	40	108	78	26	8	67	80	50	64	146	114	158
Unweighted base		356	56	300	66	97	96	97	145	211	55	148	107	35	11	91	110	68	87	199	156	216
Weighted base		329	81	248	55	99	89	87	147	183	53	146	90	30	9	94	95	64	76	188	141	268
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 356; Base: Those who experienced problems with Hermes in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Q14_5: Did you make a complaint about the problems you experienced with the services from: Hermes						
Yes	<i>% within column</i>	50%	**	**	54%	61%
	<i>Weighted counts</i>	13			116	69
	<i>Column Comparisons</i>					
No	<i>% within column</i>	44%	**	**	41%	36%
	<i>Weighted counts</i>	11			88	41
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	6%	**	**	5%	3%
	<i>Weighted counts</i>	1			12	4
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	42	32	28	158	102
	<i>Column Comparisons</i>					
	<i>% within column</i>					
Unweighted base		58	44	38	216	140
Weighted base		26	19	16	215	114
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 356; Base: Those who experienced problems with Hermes in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_6: Did you make a complaint about the problems you experienced with the services from: Interlink		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	31	6	25	8	10	6	7	19	12	7	15	6	2	0	12	8	6	5	26	5	19
Unweighted base	Column Comparisons																					
	Weighted counts	40	8	32	10	13	8	9	25	15	9	20	8	3	0	15	11	8	6	34	6	25
Weighted base	Column Comparisons																					
	Weighted counts	38	11	27	8	11	8	12	25	13	8	23	6	2	0	12	14	6	6	35	4	32
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 40; Base: Those who experienced problems with Interlink in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation		Rurality		
Q14_6: Did you make a complaint about the problems you experienced with the services from: Interlink		NET:		N.		
		Scotl- and	Wal- es	Irel- and	Urb- an	Rural
		**	**	**	**	**
Yes	<i>% within column</i>					
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	4	5	3	19	12
	<i>Column Comparisons</i>					
Unweighted base		5	6	4	25	15
Weighted base		2	2	2	28	10
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 40; Base: Those who experienced problems with Interlink in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nati-on	
Q14_7: Did you make a complaint about the problems you experienced with the services from: DPD		Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	54%	**	49%	**	**	**	**	60%	46%	**	58%	**	**	**	**	**	**	**	62%	**	57%
	Weighted counts	70		47					43	27		36								53		59
	Column Comparisons	-																		b		
No	% within column	41%	**	43%	**	**	**	**	39%	43%	**	37%	**	**	**	**	**	**	**	34%	**	38%
	Weighted counts	53		41					28	25		23								29		39
	Column Comparisons	-																				
I can't remember	% within column	6%	**	8%	**	**	**	**	2%	11%	**	5%	**	**	**	**	**	**	**	5%	**	6%
	Weighted counts	7		7					1	6		3								4		6
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	97	16	81	31	20	18	28	52	44	16	44	30	6	1	25	32	19	21	66	30	58
	Column Comparisons																					
Unweighted base		137	23	114	44	28	26	39	74	63	22	62	42	9	2	35	45	27	30	93	43	82
Weighted base		130	35	96	48	26	25	31	73	58	22	62	37	6	3	32	44	25	30	87	42	104
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 137; Base: Those who experienced problems with DPD in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_7: Did you make a complaint about the problems you experienced with the services from: DPD		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	<i>% within column</i>	**	**	**	55%	**
	<i>Weighted counts</i>				55	
	<i>Column Comparisons</i>					
	<i>% within column</i>	**	**	**	41%	**
No	<i>Weighted counts</i>				41	
	<i>Column Comparisons</i>					
	<i>% within column</i>	**	**	**	5%	**
	<i>Weighted counts</i>				5	
I can't remember	<i>Column Comparisons</i>					
	<i>% within column</i>					
	<i>Weighted counts</i>	15	11	13	71	25
	<i>Column Comparisons</i>					
Effective Column n						
Unweighted base		21	16	18	101	36
Weighted base		10	9	8	101	29
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 137; Base: Those who experienced problems with DPD in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																			UK nation		
		Method-ology	Quarter				Gender		Age					SEG				Working status					
Q14_8: Did you make a complaint about the problems you experienced with the services from: Parcelforce		Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-male	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and	
Yes	% within column	31%	**	31%	**	**	**	**	27%	36%	**	**	28%	**	**	**	**	**	**	**	32%	31%	32%
	Weighted counts	39		28					17	21			14							27	12	32	
	Column Comparisons	-																					
No	% within column	61%	**	58%	**	**	**	**	65%	56%	**	**	61%	**	**	**	**	**	**	**	63%	55%	61%
	Weighted counts	75		52					42	33			32							54	21	61	
	Column Comparisons	-																					
I can't remember	% within column	8%	**	11%	**	**	**	**	8%	8%	**	**	10%	**	**	**	**	**	**	**	5%	14%	7%
	Weighted counts	10		10					5	4			5							4	5	7	
	Column Comparisons	-																					
Effective Column n	% within column																						
	Weighted counts	89	14	74	20	22	24	23	49	40	9	27	39	11	3	26	24	22	16	55	33	53	
	Column Comparisons																						
Unweighted base		135	22	113	30	34	36	35	74	61	14	41	59	16	5	40	36	34	25	83	51	80	
Weighted base		123	34	89	30	31	29	34	64	59	12	43	52	12	5	37	35	30	20	85	37	100	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 135; Base: Those who experienced problems with Parcelforce in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Q14_8: Did you make a complaint about the problems you experienced with the services from: Parcelforce						
Yes	<i>% within column</i>	**	**	**	31%	31%
	<i>Weighted counts</i>				26	13
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	62%	59%
	<i>Weighted counts</i>				51	24
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	7%	10%
	<i>Weighted counts</i>				5	4
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	12	10	14	56	33
	<i>Column Comparisons</i>					
	<i>% within column</i>					
Unweighted base		19	15	21	85	50
Weighted base		9	6	9	82	41
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 135; Base: Those who experienced problems with Parcelforce in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_9: Did you make a complaint about the problems you experienced with the services from: TNT Express		Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
I can't remember	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	19	3	15	6	4	4	5	8	11	4	11	2	2	0	3	7	6	3	11	7	14
	Column Comparisons																					
Unweighted base		23	4	19	7	5	5	6	10	13	5	13	2	3	0	4	8	7	4	14	9	17
Weighted base		25	6	19	8	5	5	7	10	15	6	14	1	4	0	4	9	6	6	14	11	22
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 23; Base: Those who experienced problems with TNT Express in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_9: Did you make a complaint about the problems you experienced with the services from: TNT Express		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	% within column	**	**	**	**	**
	Weighted counts					
	Column Comparisons					
No	% within column	**	**	**	**	**
	Weighted counts					
	Column Comparisons					
I can't remember	% within column	**	**	**	**	**
	Weighted counts					
	Column Comparisons					
Effective Column n	% within column					
	Weighted counts	2	2	1	13	6
	Column Comparisons					
Unweighted base		2	3	1	16	7
Weighted base		1	1	0	19	5
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 23; Base: Those who experienced problems with TNT Express in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
QI4_10: Did you make a complaint about the problems you experienced with the services from: TNT Post UK		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	11	1	10	2	3	2	2	7	4	2	6	2	1	0	3	5	2	0	7	3	7
	Column Comparisons																					
Unweighted base		13	1	12	3	4	3	3	8	5	3	7	2	1	0	4	6	3	0	9	4	9
Weighted base		15	2	13	4	4	3	4	9	5	4	9	1	1	0	4	7	4	0	10	4	13
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 13; Base: Those who experienced problems with TNT Post UK in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_10: Did you make a complaint about the problems you experienced with the services from: TNT Post UK		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
		**	**	**	**	**
Yes	<i>% within column</i>					
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	2	1	1	9	2
	<i>Column Comparisons</i>					
Unweighted base		2	1	1	11	2
Weighted base		1	0	0	12	2
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 13; Base: Those who experienced problems with TNT Post UK in the previous year; Cells with ** sample size that is smaller than 50.

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology	Quarter					Gender		Age					SEG				Working status		UK nation	
QI4_11: Did you make a complaint about the problems you experienced with the services from: UPS		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	23																				
	Column Comparisons	-																				
No	% within column	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	23																				
	Column Comparisons	-																				
I can't remember	% within column	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	2																				
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	47	7	40	12	17	8	10	29	18	10	18	13	6	1	19	14	7	6	30	17	27
	Column Comparisons																					
Unweighted base		58	9	49	15	21	10	12	36	22	12	22	16	7	1	24	17	9	8	37	21	33
Weighted base		48	8	41	12	15	10	12	28	20	12	20	10	5	1	19	15	7	8	29	20	36
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 58; Base: Those who experienced problems with UPS in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_11: Did you make a complaint about the problems you experienced with the services from: UPS		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
		**	**	**	**	**
Yes	<i>% within column</i>					
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	8	6	6	35	12
		<i>Column Comparisons</i>				
Unweighted base		10	8	7	43	15
Weighted base		5	4	3	39	10
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 58; Base: Those who experienced problems with UPS in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_12: Did you make a complaint about the problems you experienced with the services from: UK Mail		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	31	3	29	4	11	8	8	17	14	4	10	11	3	2	6	9	5	11	19	12	24
	Column Comparisons																					
Unweighted base		36	3	33	5	13	9	9	20	16	5	12	13	4	2	7	10	6	13	22	14	27
Weighted base		35	3	32	5	13	8	10	18	17	6	12	12	4	1	6	11	6	12	23	12	31
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 36; Base: Those who experienced problems with UK Mail in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_12: Did you make a complaint about the problems you experienced with the services from: UK Mail		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
		**	**	**	**	**
Yes	<i>% within column</i>					
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	3	2	3	24	8
	<i>Column Comparisons</i>					
Unweighted base		4	2	3	27	9
Weighted base		2	1	1	26	9
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 36; Base: Those who experienced problems with UK Mail in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_13: Did you make a complaint about the problems you experienced with the services from: DX		Total	CAPI	Onli- ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
I can't remember	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	10	2	8	2	3	3	1	6	4	2	6	2	0	0	1	6	2	1	8	2	5
	Column Comparisons																					
Unweighted base		12	2	10	3	4	4	1	7	5	2	7	3	0	0	1	8	2	1	10	2	6
Weighted base		10	2	8	2	3	4	1	6	4	3	5	2	0	0	0	6	3	1	8	2	7
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 12; Base: Those who experienced problems with DX in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_13: Did you make a complaint about the problems you experienced with the services from: DX		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	**	**
	<i>Weighted counts</i>					
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	2	2	1	6	3
	<i>Column Comparisons</i>					
Unweighted base		2	3	1	8	4
Weighted base		1	1	0	7	2
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 12; Base: Those who experienced problems with DX in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nati-on	
QI4_14: Did you make a complaint about the problems you experienced with the services from: Yodel		Total	CAPI	Onli-ne	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	60%	**	58%	68%	57%	53%	60%	57%	62%	**	59%	64%	**	**	63%	54%	66%	60%	61%	59%	61%
	Weighted counts	177		134	58	46	38	36	70	107		72	57			45	50	37	45	109	68	149
	Column Comparisons	-																				
No	% within column	35%	**	38%	31%	35%	39%	37%	37%	34%	**	35%	30%	**	**	35%	37%	31%	36%	35%	36%	35%
	Weighted counts	104		89	26	28	28	22	46	58		43	26			25	34	18	27	62	42	84
	Column Comparisons	-																				
I can't remember	% within column	5%	**	4%	1%	8%	8%	3%	6%	4%	**	5%	6%	**	**	2%	9%	3%	4%	5%	5%	4%
	Weighted counts	14		9	1	6	6	2	7	7		6	5			1	8	2	3	8	6	10
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	244	35	209	66	71	59	48	105	139	32	96	79	27	9	58	76	48	61	143	101	152
	Column Comparisons																					
Unweighted base		317	45	272	86	92	77	62	136	181	42	125	103	35	12	76	99	62	80	186	131	198
Weighted base		295	64	231	86	79	71	59	124	172	45	121	89	26	14	72	92	56	75	179	116	243
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 317; Base: Those who experienced problems with Yodel in the previous year; Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_14: Did you make a complaint about the problems you experienced with the services from: Yodel		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	<i>% within column</i>	**	**	**	58%	65%
	<i>Weighted counts</i>				122	55
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	36%	33%
	<i>Weighted counts</i>				76	28
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	6%	2%
	<i>Weighted counts</i>				13	2
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	34	29	28	160	84
	<i>Column Comparisons</i>					
	<i>% within column</i>					
Unweighted base		44	38	37	208	109
Weighted base		19	17	16	211	85
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 317; Base: Those who experienced problems with Yodel in the previous year; Cells with ** sample size that is smaller than 50. Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

Demographics																							
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation		
Q14_15: Did you make a complaint about the problems you experienced with the services from: Amazon Logistics		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	
Yes	% within column	72%	**	72%	**	**	**	**	78%	68%	**	76%	74%	**	**	**	**	**	**	**	71%	74%	74%
	Weighted counts	101		78					48	54		44	40							59	42	89	
	Column Comparisons	-																					
No	% within column	21%	**	24%	**	**	**	**	15%	25%	**	21%	16%	**	**	**	**	**	**	**	20%	22%	19%
	Weighted counts	29		26					9	20		12	8							16	13	22	
	Column Comparisons	-																					
I can't remember	% within column	7%	**	3%	**	**	**	**	7%	7%	**	3%	10%	**	**	**	**	**	**	**	9%	5%	7%
	Weighted counts	10		4					4	6		2	5							7	3	9	
	Column Comparisons	-																					
Effective Column n	% within column																						
	Weighted counts	105	14	91	25	27	33	20	42	62	18	40	40	4	2	27	31	19	28	57	47	70	
	Column Comparisons																						
Unweighted base		148	20	128	36	38	46	28	60	88	26	56	57	6	3	38	44	27	39	80	67	99	
Weighted base		141	33	108	38	32	42	28	62	79	24	58	53	3	2	37	43	25	36	83	57	120	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 148; Base: Those who experienced problems with Amazon Logistics in the previous year; Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics				
		UK nation			Rurality	
Q14_15: Did you make a complaint about the problems you experienced with the services from: Amazon Logistics		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural
Yes	<i>% within column</i>	**	**	**	75%	**
	<i>Weighted counts</i>				73	
	<i>Column Comparisons</i>					
No	<i>% within column</i>	**	**	**	18%	**
	<i>Weighted counts</i>				18	
	<i>Column Comparisons</i>					
I can't remember	<i>% within column</i>	**	**	**	7%	**
	<i>Weighted counts</i>				7	
	<i>Column Comparisons</i>					
Effective Column n	<i>% within column</i>					
	<i>Weighted counts</i>	21	8	6	71	34
	<i>Column Comparisons</i>					
	<i>% within column</i>					
Unweighted base		29	12	8	100	48
Weighted base		12	5	3	97	44
Columns		B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 148; Base: Those who experienced problems with Amazon Logistics in the previous year; Cells with ** sample size that is smaller than 50.

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

Section J: Demographics

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	
QJ1: Working status		% within column	38%	40%	37%	39%	38%	37%	36%	49%	27%	32%	57%	43%
Working full time (30hrs+ per week)		Weighted counts	2,312	745	1,567	609	626	549	527	1,482	829	278	1,163	841
		Column Comparisons	-	b					B		D E	A C D E	A D E	
		% within column	15%	13%	15%	15%	15%	15%	15%	9%	20%	17%	18%	17%
Working part time (8-29hrs per week)		Weighted counts	902	241	660	231	242	217	212	281	621	146	366	324
		Column Comparisons	-		a					A	D E	D E	D E	
		% within column	23%	23%	22%	23%	23%	23%	21%	23%	23%	0%	1%	14%
Not working (less than 8hrs per week) – retired		Weighted counts	1,386	432	954	356	379	340	311	682	704	4	14	279
		Column Comparisons	-											A B
		% within column	4%	5%	3%	4%	3%	4%	4%	4%	3%	6%	5%	4%
Not working (less than 8hrs per week) – unemployed/ looking for work		Weighted counts	230	86	144	67	53	54	55	129	101	54	97	79
		Column Comparisons	-	b							c D E	D E	D E	
		% within column	5%	5%	5%	4%	5%	5%	6%	5%	5%	32%	1%	0%
Not working (less than 8hrs per week) – student		Weighted counts	295	92	203	56	74	75	90	141	154	273	19	2
		Column Comparisons	-				a				B C D E	c d		
		% within column	8%	8%	8%	7%	8%	9%	8%	2%	15%	6%	11%	10%
Not working (less than 8hrs per week) – housewife/ househusband		Weighted counts	506	154	351	111	135	137	123	48	458	51	214	201
		Column Comparisons	-							A	d	a D E	a D E	
		% within column	8%	5%	9%	8%	7%	7%	8%	7%	8%	5%	7%	12%
Not working (less than 8hrs per week) – unable to work due to disability/other		Weighted counts	464	99	365	126	114	102	122	225	239	42	141	230
		Column Comparisons	-		A							d	A B D E	
		% within column	1%	0%	1%	1%	0%	0%	1%	1%	1%	1%	0%	0%
I don't know		Weighted counts	38	5	34	11	6	6	16	16	22	11	9	6
		Column Comparisons	-											
		% within column	52%	53%	52%	54%	53%	52%	51%	59%	46%	49%	76%	59%
NET: Working		Weighted counts	3,213	986	2,227	840	868	765	739	1,763	1,450	424	1,529	1,164
		Column Comparisons	-							B		D E	A C D E	A D E
		% within column	47%	47%	47%	46%	46%	48%	48%	41%	53%	49%	24%	40%
NET: Not working		Weighted counts	2,879	863	2,016	716	754	707	702	1,225	1,655	423	485	791
		Column Comparisons	-							A	B C			B
		% within column												
Effective Column n		Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389
		Column Comparisons												
Unweighted base			6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Age		SEG			Working status		UK nation				
		65-74 years	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland
QJ1: Working status	% within column	3%	1%	43%	43%	42%	24%	72%	0%	37%	44%	38%	47%
Working full time (30hrs+ per week)	Weighted counts	24	5	604	801	527	380	2,312	0	1,864	158	130	160
	Column Comparisons	e		D	D	D		B					a c
	% within column	7%	2%	12%	15%	17%	15%	28%	0%	15%	15%	15%	14%
Working part time (8-29hrs per week)	Weighted counts	57	9	163	274	216	248	902	0	747	54	52	49
	Column Comparisons	E				a	a	B					
	% within column	82%	88%	31%	25%	21%	14%	0%	48%	23%	21%	21%	14%
Not working (less than 8hrs per week) – retired	Weighted counts	642	447	431	467	262	226	0	1,386	1,189	77	73	47
	Column Comparisons	A B C	A B C d	b C D	c D	D			A	d	D	d	
	% within column	0%	0%	2%	2%	2%	9%	0%	8%	4%	3%	4%	5%
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts	0	0	22	31	24	152	0	230	188	13	14	15
	Column Comparisons						A B C		A				
	% within column	0%	0%	4%	7%	4%	3%	0%	10%	5%	3%	3%	4%
Not working (less than 8hrs per week) – student	Weighted counts	0	0	57	138	48	51	0	295	260	12	10	12
	Column Comparisons				a c D				A				
	% within column	3%	4%	4%	4%	10%	15%	0%	18%	8%	6%	9%	8%
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts	21	18	56	82	124	243	0	506	427	22	31	26
	Column Comparisons					A B	A B C		A				
	% within column	4%	4%	3%	3%	5%	19%	0%	16%	7%	7%	9%	8%
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts	29	21	46	53	61	303	0	464	379	26	31	28
	Column Comparisons					b	A B C		A				
	% within column	1%	1%	1%	1%	0%	1%	0%	0%	1%	0%	0%	0%
I don't know	Weighted counts	5	7	10	14	5	10	0	0	36	1	1	0
	Column Comparisons							-	-				
	% within column	10%	3%	55%	58%	59%	39%	100%	0%	51%	58%	53%	62%
NET: Working	Weighted counts	81	15	767	1,075	743	628	3,213	0	2,611	211	182	209
	Column Comparisons	E		D	D	D		B					a c
	% within column	89%	96%	44%	41%	41%	60%	0%	100%	48%	41%	46%	38%
NET: Not working	Weighted counts	693	487	612	772	520	976	0	2,879	2,442	149	159	129
	Column Comparisons	A B C	A B C D				A B C		A	d		d	
	% within column												
Effective Column n	Weighted counts	614	376	974	1,288	879	1,106	2,171	2,056	2,674	546	521	506
	Column Comparisons												

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
		Rurality	
		Urban	Rural
QJ1: Working status			
	% within column	42%	28%
Working full time (30hrs+ per week)	Weighted counts	1,785	525
	Column Comparisons	B	
	% within column	14%	17%
Working part time (8-29hrs per week)	Weighted counts	584	318
	Column Comparisons		a
	% within column	19%	31%
Not working (less than 8hrs per week) – retired	Weighted counts	810	575
	Column Comparisons		A
	% within column	4%	3%
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts	167	62
	Column Comparisons		
	% within column	6%	3%
Not working (less than 8hrs per week) – student	Weighted counts	238	55
	Column Comparisons	B	
	% within column	7%	10%
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts	317	187
	Column Comparisons		a
	% within column	7%	8%
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts	311	150
	Column Comparisons		
	% within column	1%	1%
I don't know	Weighted counts	26	10
	Column Comparisons		
	% within column	56%	45%
NET: Working	Weighted counts	2,368	843
	Column Comparisons	B	
	% within column	43%	55%
NET: Not working	Weighted counts	1,843	1,029
	Column Comparisons		A
	% within column		
Effective Column n	Weighted counts	2,776	1,465
	Column Comparisons		

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
QJ1: Working status												
Unweighted base	6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994
Weighted base	6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962
Columns	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 4 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QJ1: Working status	Demographics											
	Age		SEG			Working status			UK nation			
	65-74	75+	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland
	years	years										
Unweighted base	882	540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726
Weighted base	779	509	1,389	1,860	1,268	1,614	3,213	2,879	5,089	362	342	338
Columns	D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

QJ1: Working status	Demographics	
	Rurality	
	Urban	Rural
Unweighted base	3,985	2,103
Weighted base	4,237	1,882
Columns	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ2: Internet usage														
I have internet access at home, and I personally use it	% within column	93%	83%	98%	92%	94%	95%	93%	93%	93%	97%	97%	95%	87%
	Weighted counts	5,717	1,541	4,176	1,437	1,529	1,400	1,352	2,806	2,911	829	1,954	1,865	676
	Column Comparisons	-		A			a				D E	D E	D E	E
I have internet access at home, but I don't personally use it	% within column	2%	5%	1%	2%	2%	2%	2%	2%	2%	1%	1%	2%	4%
	Weighted counts	120	84	36	33	34	23	30	54	67	10	25	35	35
	Column Comparisons	-	B											a B c
I don't have internet access at home, but I use it elsewhere	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	Weighted counts	67	28	39	30	12	9	16	34	32	6	25	30	6
	Column Comparisons	-												
I don't have access to the internet	% within column	3%	11%	0%	4%	3%	3%	4%	3%	3%	1%	0%	2%	8%
	Weighted counts	210	199	11	66	52	38	54	104	107	7	10	31	62
	Column Comparisons	-	B										b	A B C
I don't know	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	16	2	14	1	2	8	5	6	10	6	9	1	0
	Column Comparisons	-												
NET: Internet user	% within column	94%	85%	99%	94%	95%	95%	94%	95%	94%	97%	98%	97%	88%
	Weighted counts	5,784	1,569	4,215	1,467	1,541	1,409	1,367	2,840	2,944	835	1,979	1,895	682
	Column Comparisons	-		A							D E	D E	D E	E
NET: Internet non-user	% within column	5%	15%	1%	6%	5%	4%	6%	5%	6%	2%	2%	3%	12%
	Weighted counts	331	283	48	99	86	62	85	157	173	17	35	66	97
	Column Comparisons	-	B										b	A B C
Effective Column n	% within column													
	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614
	Column Comparisons													
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation			Rurality		
		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ2: Internet usage	% within column	77%	97%	95%	92%	89%	97%	89%	93%	91%	91%	96%	93%	93%
	Weighted counts	393	1,342	1,770	1,163	1,443	3,129	2,557	4,751	330	311	325	3,956	1,752
	Column Comparisons		C D	c D			B					b c		
I have internet access at home, and I personally use it	% within column	3%	1%	1%	3%	3%	1%	3%	2%	2%	2%	2%	2%	2%
	Weighted counts	15	10	27	33	50	31	88	99	8	8	5	82	37
	Column Comparisons	b			a	A b		A						
I have internet access at home, but I don't personally use it	% within column	0%	1%	1%	1%	2%	1%	1%	1%	1%	2%	0%	1%	1%
	Weighted counts	0	13	12	15	27	34	33	55	4	6	1	50	17
	Column Comparisons													
I don't have internet access at home, but I use it elsewhere	% within column	20%	2%	3%	4%	5%	0%	7%	3%	5%	4%	2%	3%	4%
	Weighted counts	100	23	47	55	84	14	196	169	20	15	7	140	71
	Column Comparisons	A B C D			a b	A B		A		d				
I don't have access to the internet	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	1	4	1	9	5	5	15	0	2	0	10	6
	Column Comparisons													
I don't know	% within column	77%	97%	96%	93%	91%	98%	90%	94%	93%	93%	96%	95%	94%
	Weighted counts	393	1,354	1,782	1,178	1,470	3,163	2,590	4,806	334	317	326	4,006	1,768
	Column Comparisons		b C D	c D			B					b c		
NET: Internet user	% within column	23%	2%	4%	7%	8%	1%	10%	5%	7%	7%	4%	5%	6%
	Weighted counts	115	33	74	88	135	45	284	268	27	23	12	221	108
	Column Comparisons	A B C D		a	A b	A B		A		d	d			
NET: Internet non-user	% within column													
	Weighted counts	376	974	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons													
Effective Column n														
Unweighted base		540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		509	1,389	1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ3: Number of adults and children in household		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Adults	Average	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.2	2.0	3.0	2.0	2.0	1.8	1.6	2.1
	Column Comparisons	-							B		B C D E	D E	D E	E		d
Children	Average	.5	.6	.5	.5	.5	.5	.6	.5	.6	.6	1.1	.3	.0	.0	.6
	Column Comparisons	-	B						A		C D E	A C D E	D E			b
SUM	Average	2.6	2.8	2.6	2.6	2.7	2.6	2.7	2.7	2.6	3.6	3.1	2.4	1.8	1.6	2.7
	Column Comparisons	-	B								B C D E	C D E	D E	E		
Effective Column n	Average	4,253	1,292	2,976	1,082	1,128	1,027	1,013	2,077	2,176	546	1,328	1,396	616	376	975
	Column Comparisons															
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540	1,398
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509	1,389
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation			Rurality		
QJ3: Number of adults and children in household		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Adults	Average	2.1	2.2	2.0	2.2	2.0	2.1	2.0	2.0	2.1	2.1	2.0
	Column Comparisons	d	a b D		B						b	
Children	Average	.4	.6	.6	.7	.4	.5	.5	.5	.6	.6	.5
	Column Comparisons		B	B	B						B	
SUM	Average	2.6	2.8	2.6	2.8	2.4	2.7	2.5	2.6	2.6	2.7	2.5
	Column Comparisons		a B d		B						B	
Effective Column n	Average	1,288	879	1,107	2,172	2,058	3,178	582	552	534	2,785	1,470
	Column Comparisons											
Unweighted base		1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
Difficulty in speaking or communicating	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
	Weighted counts	62	13	49	11	19	14	17	33	28	14	26	11
	Column Comparisons	-		a									
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column	8%	6%	9%	8%	7%	7%	8%	7%	9%	1%	4%	10%
	Weighted counts	469	171	298	129	119	101	119	199	269	5	72	191
	Column Comparisons	-		a						a		A	A B
Mental health problems or difficulties	% within column	6%	2%	9%	5%	5%	5%	7%	5%	7%	8%	8%	6%
	Weighted counts	354	55	300	84	86	79	106	143	211	66	154	125
	Column Comparisons	-		A						a	D E	D E	D E
Breathlessness or chest pains	% within column	6%	4%	7%	6%	5%	6%	7%	6%	6%	4%	3%	7%
	Weighted counts	366	104	262	95	82	84	105	189	177	32	68	136
	Column Comparisons	-		A									a B
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column	3%	2%	4%	3%	3%	3%	4%	3%	4%	1%	3%	4%
	Weighted counts	203	48	155	44	57	50	51	85	118	9	55	74
	Column Comparisons	-		A								a	a
Poor hearing, partial hearing or deafness	% within column	3%	2%	4%	3%	3%	2%	4%	4%	2%	1%	1%	3%
	Weighted counts	182	42	140	51	51	29	51	110	72	8	30	54
	Column Comparisons	-		A					b				a b
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column	3%	2%	4%	4%	3%	2%	3%	3%	3%	0%	2%	5%
	Weighted counts	188	62	126	60	55	31	41	85	103	3	45	92
	Column Comparisons	-		a								a	A B d
Poor vision, partial sight or blindness	% within column	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%
	Weighted counts	114	33	81	30	28	21	35	50	64	17	35	40
	Column Comparisons	-		a									
Dyslexia	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%
	Weighted counts	54	11	43	12	13	20	10	23	32	10	32	8
	Column Comparisons	-		a								c d	
Cannot walk at all/ use a wheelchair	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%
	Weighted counts	41	18	23	12	15	5	10	19	22	3	16	13
	Column Comparisons	-											
Prefer not to say	% within column	3%	3%	2%	2%	2%	2%	5%	3%	3%	2%	2%	4%
	Weighted counts	159	79	80	25	33	35	66	78	81	15	46	69
	Column Comparisons	-						A b c					

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Age		SEG			Working status		UK nation				
QJ4: Which of these, if any, limit your daily activities or the work you can do?		65-74 years	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland
Difficulty in speaking or communicating	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%
	Weighted counts	6	4	13	11	12	26	24	38	49	6	3	4
	Column Comparisons												
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column	12%	22%	4%	6%	8%	12%	2%	14%	7%	8%	11%	7%
	Weighted counts	91	109	61	113	97	198	75	391	375	30	39	25
	Column Comparisons	A B	A B C D			a	A B C		A				
Mental health problems or difficulties	% within column	1%	1%	2%	4%	4%	12%	3%	9%	6%	7%	6%	8%
	Weighted counts	7	3	31	73	54	197	106	248	282	24	21	28
	Column Comparisons				a	a	A B C		A				
Breathlessness or chest pains	% within column	10%	10%	5%	4%	6%	9%	3%	9%	6%	8%	8%	5%
	Weighted counts	77	53	63	81	73	149	103	259	294	28	26	18
	Column Comparisons	A B c	A B c				A B c		A				
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column	3%	8%	2%	3%	3%	5%	2%	5%	3%	3%	4%	3%
	Weighted counts	22	42	23	59	39	82	52	148	167	11	14	10
	Column Comparisons	a	A B C D		a		A b c		A				
Poor hearing, partial hearing or deafness	% within column	5%	10%	3%	2%	3%	3%	1%	5%	3%	2%	3%	2%
	Weighted counts	38	53	45	41	42	54	39	141	156	9	11	7
	Column Comparisons	A B c	A B C D						A				
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column	2%	6%	2%	2%	2%	6%	1%	6%	3%	4%	6%	3%
	Weighted counts	18	30	27	38	32	91	28	160	145	13	19	11
	Column Comparisons	a	A B d				A B C		A				
Poor vision, partial sight or blindness	% within column	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%
	Weighted counts	11	11	26	26	31	30	50	64	95	8	7	5
	Column Comparisons												
Dyslexia	% within column	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	4	14	9	10	20	29	25	45	3	4	2
	Column Comparisons												
Cannot walk at all/ use a wheelchair	% within column	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	2%	0%
	Weighted counts	6	3	3	10	6	22	7	34	32	2	6	1
	Column Comparisons						a		A				
Prefer not to say	% within column	2%	2%	2%	2%	3%	3%	2%	3%	3%	1%	3%	4%
	Weighted counts	19	10	32	42	34	52	58	93	130	5	11	13
	Column Comparisons								a				b

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Rurality	
		Urban	Rural
Difficulty in speaking or communicating	<i>% within column</i>	1%	1%
	<i>Weighted counts</i>	52	10
	<i>Column Comparisons</i>	b	
Cannot walk very far or manage the stairs or can only do so with difficulty	<i>% within column</i>	7%	9%
	<i>Weighted counts</i>	305	164
	<i>Column Comparisons</i>		a
Mental health problems or difficulties	<i>% within column</i>	6%	6%
	<i>Weighted counts</i>	244	109
	<i>Column Comparisons</i>		
Breathlessness or chest pains	<i>% within column</i>	6%	6%
	<i>Weighted counts</i>	255	108
	<i>Column Comparisons</i>		
Other illnesses/ health problems which limit your daily activities/ work you can do	<i>% within column</i>	3%	4%
	<i>Weighted counts</i>	121	82
	<i>Column Comparisons</i>		a
Poor hearing, partial hearing or deafness	<i>% within column</i>	3%	4%
	<i>Weighted counts</i>	114	67
	<i>Column Comparisons</i>		
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	<i>% within column</i>	3%	3%
	<i>Weighted counts</i>	124	62
	<i>Column Comparisons</i>		
Poor vision, partial sight or blindness	<i>% within column</i>	2%	2%
	<i>Weighted counts</i>	82	30
	<i>Column Comparisons</i>		
Dyslexia	<i>% within column</i>	1%	1%
	<i>Weighted counts</i>	33	21
	<i>Column Comparisons</i>		
Cannot walk at all/ use a wheelchair	<i>% within column</i>	1%	0%
	<i>Weighted counts</i>	34	7
	<i>Column Comparisons</i>		
Prefer not to say	<i>% within column</i>	3%	2%
	<i>Weighted counts</i>	117	41
	<i>Column Comparisons</i>		

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years
None	% within column	77%	83%	72%	77%	79%	79%	72%	78%	75%	84%	81%	75%
	Weighted counts	4,696	2,192	2,504	1,208	1,280	1,162	1,046	2,345	2,351	717	1,645	1,467
	Column Comparisons	-	B		d	D	D		b		C D E	C D E	E
NET: Any limiting difficulties	% within column	21%	14%	26%	21%	19%	19%	24%	19%	22%	15%	16%	22%
	Weighted counts	1,276	366	911	335	316	281	344	581	695	126	332	425
	Column Comparisons	-		A				b c		a			A B
Effective Column n	% within column												
	Weighted counts	4,409	1,335	3,074	1,122	1,171	1,066	1,051	2,153	2,255	561	1,378	1,442
	Column Comparisons												
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994
Weighted base		6,131	2,636	3,495	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

			Demographics											
			Age		SEG			Working status		UK nation				
QJ4: Which of these, if any, limit your daily activities or the work you can do?			65-74 years	75+ years	AB	C1	C2	DE	Not Working	NET: working England	NET: Scotl- and	Wales	N. Ireland	
None	% within column		74%	57%	82%	81%	78%	66%	87%	66%	77%	76%	71%	77%
	Weighted counts		577	289	1,124	1,523	987	1,062	2,802	1,880	3,916	276	241	263
	Column Comparisons		E		c D	c D	D		B					
NET: Any limiting difficulties	% within column		24%	41%	16%	16%	20%	31%	11%	31%	20%	22%	26%	19%
	Weighted counts		186	207	220	309	249	498	371	895	1,042	81	88	65
	Column Comparisons		A B	A B C D				A B C		A			d	
Effective Column n	% within column													
	Weighted counts		638	390	1,011	1,337	913	1,148	2,254	2,135	2,776	567	541	525
	Column Comparisons													
Unweighted base			882	540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726
Weighted base			781	506	1,376	1,873	1,270	1,611	3,231	2,869	5,089	362	340	340
Columns			D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics	
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Rurality	
		Urban	Rural
None	<i>% within column</i>	77%	75%
	<i>Weighted counts</i>	3,296	1,394
	<i>Column Comparisons</i>		
NET: Any limiting difficulties	<i>% within column</i>	20%	22%
	<i>Weighted counts</i>	860	412
	<i>Column Comparisons</i>		
Effective Column n	<i>% within column</i>		
	<i>Weighted counts</i>	2,882	1,521
	<i>Column Comparisons</i>		
Unweighted base		3,985	2,103
Weighted base		4,273	1,847
Columns		A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 6097; Base: All respondents

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

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ5: Ethnicity	% within column	64%	70%	62%	64%	66%	64%	63%	63%	65%	57%	58%	70%	70%
White – British	Weighted counts	3,937	1,298	2,639	1,002	1,068	944	924	1,903	2,033	488	1,182	1,364	544
	Column Comparisons	-	B										A B	A B
	% within column	12%	6%	14%	13%	10%	10%	13%	12%	11%	8%	8%	11%	19%
White – English	Weighted counts	708	110	597	196	170	155	187	360	348	72	171	224	146
	Column Comparisons	-		A									b	A B C
	% within column	4%	5%	4%	4%	4%	4%	4%	4%	4%	3%	4%	5%	4%
White – Scottish	Weighted counts	246	85	162	66	60	61	59	118	129	22	77	104	31
	Column Comparisons	-												
	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%
White – Welsh	Weighted counts	133	32	101	33	32	33	34	63	70	12	52	42	17
	Column Comparisons	-												
	% within column	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%	1%
White – Irish	Weighted counts	143	43	100	36	33	41	34	84	59	19	65	47	7
	Column Comparisons	-										d		
	% within column	3%	2%	3%	2%	3%	3%	2%	2%	3%	4%	5%	1%	0%
Any other white background	Weighted counts	167	45	122	31	54	52	31	74	93	31	102	24	3
	Column Comparisons	-									C D	C D e		
	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%
Mixed – White and Black Caribbean	Weighted counts	56	16	40	12	23	8	14	25	31	24	21	9	1
	Column Comparisons	-									b C d e			
	% within column	0%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%
Mixed – White and Black African	Weighted counts	30	8	22	2	12	3	12	17	13	7	14	8	0
	Column Comparisons	-												
	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%
Mixed – White and Asian	Weighted counts	54	14	40	14	15	15	10	21	33	15	25	12	1
	Column Comparisons	-												
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Any other mixed background	Weighted counts	18	0	18	7	4	5	3	11	8	9	7	1	0
	Column Comparisons	-		a							c			
	% within column	2%	3%	2%	2%	2%	3%	2%	3%	2%	4%	3%	1%	1%
Asian and British Asian – Indian	Weighted counts	137	63	74	34	30	47	26	77	61	35	59	25	11
	Column Comparisons	-	B								C d	c		

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ5: Ethnicity	% within column	70%	60%	63%	66%	68%	62%	67%	67%	36%	57%	64%	62%	69%
White – British	Weighted counts	357	836	1,165	840	1,096	1,985	1,935	3,397	128	194	216	2,635	1,297
	Column Comparisons	A B			a	A b		A	B c		B	B c		A
	% within column	19%	12%	11%	13%	11%	9%	14%	13%	2%	6%	1%	11%	14%
White – English	Weighted counts	95	160	205	162	180	298	402	678	7	19	3	450	256
	Column Comparisons	A B C						A	B c D		B D			a
	% within column	3%	3%	5%	3%	4%	4%	4%	1%	54%	0%	1%	4%	4%
White – Scottish	Weighted counts	13	48	84	44	70	140	105	49	194	1	2	168	79
	Column Comparisons								A C D					
	% within column	2%	3%	2%	3%	2%	2%	2%	0%	0%	31%	0%	2%	3%
White – Welsh	Weighted counts	10	37	39	32	26	68	64	24	2	107	0	71	62
	Column Comparisons									A B D				A
	% within column	1%	3%	2%	2%	2%	3%	2%	1%	0%	0%	30%	2%	3%
White – Irish	Weighted counts	6	38	46	30	29	92	51	40	0	0	103	83	60
	Column Comparisons						b				A B C			a
	% within column	1%	4%	3%	2%	2%	4%	2%	3%	4%	1%	1%	3%	2%
Any other white background	Weighted counts	6	49	51	31	36	119	48	145	14	4	4	136	31
	Column Comparisons						B			c d			b	
	% within column	0%	1%	1%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%
Mixed – White and Black Caribbean	Weighted counts	0	11	24	13	8	43	13	53	1	2	0	47	7
	Column Comparisons						b						b	
	% within column	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%
Mixed – White and Black African	Weighted counts	1	14	10	0	6	20	10	28	2	0	0	29	0
	Column Comparisons		c										b	
	% within column	0%	2%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	0%
Mixed – White and Asian	Weighted counts	0	21	16	7	10	32	22	51	1	1	1	47	7
	Column Comparisons												b	
	% within column	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other mixed background	Weighted counts	2	7	4	2	5	12	6	17	1	0	0	17	1
	Column Comparisons													
	% within column	2%	2%	3%	3%	1%	3%	2%	3%	0%	0%	0%	3%	0%
Asian and British Asian – Indian	Weighted counts	8	33	50	34	21	85	52	135	1	1	0	129	9
	Column Comparisons												B	

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ5: Ethnicity	% within column	1%	1%	1%	2%	2%	1%	1%	1%	2%	3%	3%	0%	0%
Asian and British Asian – Pakistani	Weighted counts	85	26	60	29	25	20	12	29	56	26	51	6	2
	Column Comparisons	-								a	C D e	C d e		
	% within column	1%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	0%
Asian and British Asian – Bangladeshi	Weighted counts	38	10	28	3	7	9	18	23	15	11	25	2	0
	Column Comparisons	-						a			c d	C d		
	% within column	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	1%	0%	0%
Any other Asian background	Weighted counts	37	7	30	12	7	13	6	10	27	13	19	4	2
	Column Comparisons	-								a	c	c		
	% within column	1%	1%	1%	1%	0%	2%	2%	2%	1%	2%	1%	1%	0%
Black and Black British – Caribbean	Weighted counts	83	27	56	15	8	26	34	48	35	21	27	27	2
	Column Comparisons	-					b	a B			d			
	% within column	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	0%
Black and Black British – African	Weighted counts	77	36	41	21	18	13	25	44	33	13	43	20	1
	Column Comparisons	-	b								d	c d e		
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other Black background	Weighted counts	3	1	1	0	1	1	0	1	1	1	1	0	0
	Column Comparisons	-												
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Middle Eastern, including Arabic origin	Weighted counts	7	3	5	2	3	0	3	3	5	5	0	0	3
	Column Comparisons	-									b c			b c
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Iranian	Weighted counts	7	2	5	5	2	0	0	7	0	0	4	1	2
	Column Comparisons	-							b					
	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	0%
Chinese	Weighted counts	64	5	60	23	18	11	12	27	38	15	37	12	0
	Column Comparisons	-		A							c d e	c d e		
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other background	Weighted counts	15	8	7	4	2	4	5	6	8	3	4	4	2
	Column Comparisons	-												
	% within column	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%
I prefer not to answer	Weighted counts	85	16	69	20	37	18	10	54	31	17	35	23	6
	Column Comparisons	-				d			b					

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 3 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ5: Ethnicity	% within column	0%	2%	1%	1%	2%	1%	1%	2%	0%	0%	0%	2%	1%
Asian and British Asian – Pakistani	Weighted counts	0	21	16	10	38	42	39	83	1	1	0	67	17
	Column Comparisons					b c								
	% within column	0%	0%	1%	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%
Asian and British Asian – Bangladeshi	Weighted counts	0	6	13	11	8	24	13	38	0	0	0	31	5
	Column Comparisons													
	% within column	0%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%
Any other Asian background	Weighted counts	0	6	16	8	8	19	18	33	1	3	1	26	12
	Column Comparisons													
	% within column	1%	1%	2%	1%	2%	1%	1%	2%	0%	1%	0%	2%	0%
Black and Black British – Caribbean	Weighted counts	6	16	35	7	25	46	33	80	0	2	0	78	5
	Column Comparisons			c									B	
	% within column	0%	2%	1%	1%	1%	2%	0%	1%	1%	0%	0%	2%	0%
Black and Black British – African	Weighted counts	0	24	26	14	13	63	13	73	3	0	1	76	1
	Column Comparisons						B						B	
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other Black background	Weighted counts	0	0	0	1	1	3	0	3	0	0	0	1	1
	Column Comparisons													
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Middle Eastern, including Arabic origin	Weighted counts	0	0	7	0	0	3	5	7	0	0	0	5	3
	Column Comparisons													
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Iranian	Weighted counts	0	4	2	0	1	7	0	7	0	0	0	5	2
	Column Comparisons						b							
	% within column	0%	2%	1%	0%	1%	2%	0%	1%	0%	1%	0%	1%	0%
Chinese	Weighted counts	0	27	20	3	15	50	14	61	1	2	0	56	9
	Column Comparisons		c				B						b	
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other background	Weighted counts	1	6	4	3	2	8	7	14	0	1	0	12	3
	Column Comparisons													
	% within column	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%
I prefer not to answer	Weighted counts	4	24	27	17	16	53	29	71	4	4	7	70	15
	Column Comparisons												b	

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 4 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ5: Ethnicity	% within column	87%	87%	87%	87%	87%	87%	87%	87%	87%	75%	82%	92%	96%
NET: White	Weighted counts	5,334	1,613	3,721	1,363	1,417	1,286	1,268	2,602	2,732	644	1,650	1,805	748
	Column Comparisons	-										a	A B	A B c
	% within column	5%	6%	4%	5%	4%	6%	4%	5%	5%	10%	8%	2%	2%
NET: Asian	Weighted counts	298	106	192	78	69	89	61	138	159	84	154	37	14
	Column Comparisons	-									C D E	C D E		
	% within column	3%	3%	2%	2%	2%	3%	4%	3%	2%	4%	4%	2%	0%
NET: Black	Weighted counts	162	65	98	37	27	40	59	93	69	36	72	47	3
	Column Comparisons	-	b					b			D e	D e	d	
	% within column	3%	2%	3%	2%	3%	2%	3%	2%	3%	6%	3%	2%	0%
NET: Mixed	Weighted counts	158	38	120	35	54	30	39	74	84	55	68	31	2
	Column Comparisons	-									b C D E	c D e	d	
	% within column	2%	1%	2%	2%	1%	1%	1%	1%	2%	3%	2%	1%	1%
NET: Other	Weighted counts	94	17	77	34	24	15	20	43	51	23	45	18	6
	Column Comparisons	-		a							c e	c e		
	% within column													
Effective Column n	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614
	Column Comparisons													
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 5 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ5: Ethnicity	% within column	96%	84%	85%	90%	89%	84%	90%	85%	95%	95%	97%	84%	95%
NET: White	Weighted counts	487	1,169	1,590	1,139	1,437	2,703	2,604	4,334	345	326	329	3,543	1,785
	Column Comparisons	A B c			A b	a b		A		A	A	A		A
	% within column	2%	5%	5%	5%	5%	5%	4%	6%	1%	1%	0%	6%	2%
NET: Asian	Weighted counts	8	66	95	63	74	171	122	289	3	5	1	252	43
	Column Comparisons								b c D		d		B	
	% within column	1%	3%	3%	2%	2%	4%	2%	3%	1%	1%	0%	4%	0%
NET: Black	Weighted counts	6	40	61	22	39	113	47	156	3	2	1	155	7
	Column Comparisons						B						B	
	% within column	0%	4%	3%	2%	2%	3%	2%	3%	1%	1%	0%	3%	1%
NET: Mixed	Weighted counts	2	52	55	21	30	106	52	150	5	3	1	140	16
	Column Comparisons		c d				b						B	
	% within column	0%	3%	2%	0%	1%	2%	1%	2%	0%	1%	0%	2%	1%
NET: Other	Weighted counts	1	37	33	5	19	68	26	89	1	3	0	77	16
	Column Comparisons		C d	c			b						b	
	% within column													
Effective Column n	Weighted counts	376	974	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons													
Unweighted base		540	1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		509	1,389	1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 6 of 6

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
QJ6: Annual household income	% within column	14%	11%	15%	14%	13%	14%	14%	12%	16%	19%	11%	14%	14%	19%
Under £11,500 per year	Weighted counts	848	213	635	219	219	207	202	354	493	159	220	266	107	96
	Column Comparisons	-		a						A	B c		b		B c d
	% within column	15%	12%	16%	15%	15%	13%	16%	13%	17%	10%	14%	14%	17%	21%
£11,500 - £17,499 per year	Weighted counts	903	220	683	239	239	199	226	383	520	89	291	283	133	108
	Column Comparisons	-		A						A		a	a	a	A b c
	% within column	22%	14%	26%	21%	22%	22%	23%	23%	21%	20%	24%	21%	22%	22%
£17,500 - £29,999 per year	Weighted counts	1,355	262	1,093	332	362	327	333	701	653	170	482	416	173	113
	Column Comparisons	-		A											
	% within column	18%	11%	21%	17%	18%	19%	16%	20%	16%	15%	22%	19%	13%	8%
£30,000 - £49,999 per year	Weighted counts	1,085	204	881	261	301	287	236	593	493	125	438	375	104	43
	Column Comparisons	-		A					B		e	A D E	a d E	e	
	% within column	10%	6%	11%	9%	11%	10%	8%	12%	7%	9%	12%	10%	7%	4%
£50,000+ per year	Weighted counts	592	109	483	148	183	144	118	359	234	78	247	194	53	21
	Column Comparisons	-		A					B		e	d E	e		
	% within column	22%	46%	12%	23%	20%	21%	23%	20%	23%	28%	17%	22%	27%	25%
I don't know/ I prefer not to answer	Weighted counts	1,348	846	502	368	325	314	342	614	734	237	346	428	209	127
	Column Comparisons	-	B							a	B c		b	B c	b
	% within column														
Effective Column n	Weighted counts	4,247	1,286	2,961	1,080	1,128	1,027	1,012	2,074	2,172	540	1,327	1,389	614	376
	Column Comparisons														
Unweighted base		6,097	1,846	4,251	1,551	1,619	1,474	1,453	2,978	3,119	776	1,905	1,994	882	540
Weighted base		6,131	1,854	4,277	1,567	1,629	1,478	1,457	3,004	3,127	858	2,023	1,962	779	509
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ6: Annual household income	% within column	3%	11%	9%	31%	6%	23%	14%	14%	13%	13%	14%	14%
Under £11,500 per year	Weighted counts	41	202	112	492	186	653	710	50	44	44	581	266
	Column Comparisons		A	A	A B C		A						
	% within column	6%	13%	17%	23%	11%	19%	15%	13%	14%	11%	15%	15%
£11,500 - £17,499 per year	Weighted counts	80	239	218	366	367	533	773	47	47	36	620	280
	Column Comparisons		A	A b	A B c		A						
	% within column	16%	26%	27%	19%	24%	20%	23%	19%	17%	21%	22%	22%
£17,500 - £29,999 per year	Weighted counts	215	481	349	310	774	573	1,155	69	58	72	943	411
	Column Comparisons		A D	A D	a	b							
	% within column	25%	20%	20%	7%	25%	10%	17%	23%	18%	21%	17%	19%
£30,000 - £49,999 per year	Weighted counts	342	380	258	105	800	283	869	84	63	70	736	349
	Column Comparisons	b c D	D	D		B							
	% within column	27%	7%	4%	2%	15%	4%	9%	13%	11%	10%	10%	9%
£50,000+ per year	Weighted counts	372	138	56	26	474	118	470	48	39	35	425	167
	Column Comparisons	B C D	c D	D		B							
	% within column	24%	23%	22%	19%	19%	25%	22%	18%	27%	24%	22%	22%
I don't know/ I prefer not to answer	Weighted counts	339	420	274	315	612	719	1,112	64	91	81	932	409
	Column Comparisons	d					A			B	b		
	% within column												
Effective Column n	Weighted counts	974	1,288	879	1,106	2,171	2,056	2,674	546	521	506	2,776	1,465
	Column Comparisons												
Unweighted base		1,398	1,849	1,262	1,588	3,117	2,952	3,839	784	748	726	3,985	2,103
Weighted base		1,389	1,860	1,268	1,614	3,213	2,879	5,089	362	342	338	4,237	1,882
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 6097; Base: All respondents

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7: Annual household income above or below £11,500		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Under £11,500	% within column	4%	4%	4%	3%	3%	6%	3%	4%	4%	0%	4%	5%	5%	6%	3%
	Weighted counts	54	36	18	12	10	20	12	22	31	1	13	21	11	7	9
	Column Comparisons	-											a	a	a	
Over £11,500	% within column	31%	33%	27%	28%	31%	35%	28%	31%	30%	28%	34%	31%	30%	25%	30%
	Weighted counts	413	276	137	105	101	111	96	192	221	67	118	132	63	32	103
	Column Comparisons	-														
I don't know	% within column	10%	8%	14%	11%	9%	11%	11%	9%	11%	33%	8%	5%	4%	6%	8%
	Weighted counts	140	68	73	41	28	33	38	56	84	77	26	20	9	8	26
	Column Comparisons	-		a							B C D E					
I prefer not to answer	% within column	55%	55%	55%	57%	57%	48%	57%	56%	54%	39%	55%	60%	60%	63%	59%
	Weighted counts	742	467	275	210	185	150	196	344	398	92	189	255	126	80	201
	Column Comparisons	-										a	A	A	a	
Effective Column n	% within column															
	Weighted counts	930	608	323	253	223	222	232	433	497	143	236	291	160	101	219
Unweighted base																
Weighted base		1,323	864	459	360	317	316	330	616	707	204	335	414	227	143	312
Columns		1,348	846	502	368	325	314	342	614	734	237	346	428	209	127	339
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic & Geographic Weight; Unweighted base size = 1323; Base: Those who did not state their annual household income bracket

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ7: Annual household income above or below £11,500												
Under £11,500	% within column	2%	2%	10%	1%	6%	4%	3%	2%	1%	3%	5%
	Weighted counts	7	6	32	9	41	49	2	2	1	33	21
	Column Comparisons			a B c		A						
Over £11,500	% within column	37%	33%	21%	38%	25%	31%	30%	27%	26%	32%	28%
	Weighted counts	154	90	67	231	181	348	19	24	21	297	116
	Column Comparisons	D	d		B							
I don't know	% within column	10%	10%	14%	6%	14%	10%	13%	6%	12%	11%	8%
	Weighted counts	43	27	44	38	101	117	9	5	10	102	34
	Column Comparisons					A						
I prefer not to answer	% within column	52%	55%	55%	55%	55%	54%	54%	65%	61%	54%	58%
	Weighted counts	217	151	172	335	396	598	34	59	49	500	238
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	288	198	224	406	514	582	96	135	118	600	326
	Column Comparisons											
Unweighted base		410	282	319	577	731	827	136	192	168	853	464
Weighted base		420	274	315	612	719	1,112	64	91	81	932	409
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Unweighted base size = 1323; Base: Those who did not state their annual household income bracket

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

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7B_1: Positivity statements... I am satisfied with my life		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	23%	34%	15%	**	**	**	23%	23%	23%	34%	26%	18%	19%	17%	30%
	Weighted counts	335	210	125				335	162	173	70	127	83	35	20	96
	Column Comparisons	-	B					-			C d e	c				D
Agree	% within column	33%	37%	30%	**	**	**	33%	33%	33%	29%	33%	31%	37%	39%	40%
	Weighted counts	478	229	249				478	237	241	59	157	146	68	48	129
	Column Comparisons	-	b					-								d
Slightly agree	% within column	18%	12%	23%	**	**	**	18%	19%	18%	14%	19%	19%	19%	19%	13%
	Weighted counts	266	73	192				266	134	131	30	92	86	35	23	40
	Column Comparisons	-		A				-								
Neither agree nor disagree	% within column	14%	12%	16%	**	**	**	14%	12%	16%	14%	10%	16%	19%	14%	10%
	Weighted counts	204	74	129				204	86	118	29	47	75	36	17	33
	Column Comparisons	-						-						b		
Slightly disagree	% within column	7%	4%	9%	**	**	**	7%	7%	6%	4%	7%	9%	4%	7%	5%
	Weighted counts	98	22	76				98	53	45	7	31	43	7	9	16
	Column Comparisons	-		A				-								
Disagree	% within column	4%	2%	5%	**	**	**	4%	4%	3%	2%	4%	5%	1%	4%	2%
	Weighted counts	51	12	40				51	26	25	5	18	21	2	5	7
	Column Comparisons	-		a				-								
Strongly disagree	% within column	2%	1%	2%	**	**	**	2%	2%	1%	2%	2%	2%	0%	0%	0%
	Weighted counts	23	3	20				23	15	8	4	8	11	0	0	1
	Column Comparisons	-		a				-								
NET: Agree	% within column	74%	82%	68%	**	**	**	74%	75%	74%	78%	78%	68%	75%	75%	82%
	Weighted counts	1,078	513	566				1,078	533	546	159	376	315	138	91	265
	Column Comparisons	-	B					-				c				b D
NET: Disagree	% within column	12%	6%	16%	**	**	**	12%	13%	11%	8%	12%	16%	5%	12%	7%
	Weighted counts	172	37	135				172	94	79	16	57	75	10	14	24
	Column Comparisons	-		A				-					d			
Effective Column n	Weighted counts	1,083	354	730	0	0	0	1,083	516	568	140	352	345	148	99	237
	Column Comparisons															
Unweighted base		1,448	473	975	0	0	0	1,448	689	759	187	470	461	198	132	317
Weighted base		1,454	624	830	0	0	0	1,454	712	742	204	480	465	183	122	322
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QJ7B_1: Positivity statements... I am satisfied with my life		% within column	27%	25%	11%	28%	18%	24%	22%	15%	17%	25%	18%
Strongly agree	Weighted counts	121	77	41	207	125	291	19	12	13	267	67	
	Column Comparisons	D	D		B						b		
	% within column	34%	30%	28%	34%	31%	31%	48%	38%	34%	33%	31%	
Agree	Weighted counts	153	92	104	256	218	379	41	29	28	363	114	
	Column Comparisons							a d					
	% within column	13%	23%	26%	17%	20%	18%	12%	21%	27%	17%	22%	
Slightly agree	Weighted counts	58	71	95	127	138	217	10	16	22	186	79	
	Column Comparisons		a b	A B						b			
	% within column	16%	11%	18%	12%	16%	14%	8%	12%	16%	13%	17%	
Neither agree nor disagree	Weighted counts	70	35	66	86	115	174	7	10	13	140	63	
	Column Comparisons					a							
	% within column	6%	6%	10%	5%	8%	7%	5%	10%	3%	7%	6%	
Slightly disagree	Weighted counts	27	18	37	39	59	83	5	8	3	76	22	
	Column Comparisons					a							
	% within column	4%	4%	4%	3%	4%	4%	2%	3%	2%	3%	4%	
Disagree	Weighted counts	16	12	17	24	27	45	2	3	1	36	13	
	Column Comparisons												
	% within column	1%	2%	3%	1%	2%	2%	3%	1%	1%	2%	1%	
Strongly disagree	Weighted counts	5	5	12	6	16	19	3	0	1	17	5	
	Column Comparisons												
	% within column	74%	78%	65%	79%	69%	73%	81%	74%	78%	75%	72%	
NET: Agree	Weighted counts	333	241	240	590	480	887	71	58	63	816	260	
	Column Comparisons	d	d		B								
	% within column	11%	11%	18%	9%	15%	12%	11%	14%	6%	12%	11%	
NET: Disagree	Weighted counts	48	35	66	69	102	148	9	11	5	129	40	
	Column Comparisons			a b		a							
	% within column												
Effective Column n		312	232	302	525	551	677	140	133	133	748	332	
Unweighted base		417	310	404	702	737	905	187	178	178	1,000	444	
Weighted base		450	310	372	745	696	1,209	87	78	80	1,086	363	
Columns		B	C	D	A	B	A	B	C	D	A	B	

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QJ7B_2: Positivity statements... I feel very positive about my future		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Strongly agree	% within column	22%	32%	14%	**	**	**	22%	23%	21%	43%	26%	16%	12%	9%
	Weighted counts	320	202	118				320	162	158	88	124	75	22	11
	Column Comparisons	-	B					-			B C D E	c d E			
Agree	% within column	30%	35%	27%	**	**	**	30%	30%	31%	22%	35%	29%	31%	30%
	Weighted counts	443	218	224				443	215	228	44	170	135	57	37
	Column Comparisons	-	b					-				a			
Slightly agree	% within column	15%	7%	22%	**	**	**	15%	14%	17%	12%	16%	15%	17%	18%
	Weighted counts	224	41	182				224	100	124	25	78	68	32	22
	Column Comparisons	-		A				-							
Neither agree nor disagree	% within column	19%	17%	21%	**	**	**	19%	20%	18%	15%	12%	22%	29%	23%
	Weighted counts	274	103	171				274	144	130	31	58	105	53	28
	Column Comparisons	-						-					B	a B	b
Slightly disagree	% within column	8%	5%	10%	**	**	**	8%	7%	8%	4%	7%	9%	8%	13%
	Weighted counts	115	34	81				115	53	62	7	33	43	15	16
	Column Comparisons	-		a				-							
Disagree	% within column	4%	3%	4%	**	**	**	4%	3%	4%	2%	3%	5%	2%	7%
	Weighted counts	52	19	33				52	22	30	4	13	22	4	8
	Column Comparisons	-						-							
Strongly disagree	% within column	2%	1%	3%	**	**	**	2%	2%	1%	2%	1%	4%	0%	0%
	Weighted counts	27	6	21				27	17	10	4	4	17	1	0
	Column Comparisons	-						-							
NET: Agree	% within column	68%	74%	63%	**	**	**	68%	67%	69%	77%	77%	60%	60%	57%
	Weighted counts	987	462	525				987	476	510	157	371	278	110	70
	Column Comparisons	-	B					-			C d e	C D E			
NET: Disagree	% within column	13%	10%	16%	**	**	**	13%	13%	14%	8%	11%	18%	11%	20%
	Weighted counts	194	59	134				194	92	102	16	51	83	20	24
	Column Comparisons	-		a				-					a b		a b
Effective Column n	Weighted counts	1,083	354	730	0	0	0	1,083	516	568	140	352	345	148	99
	Column Comparisons														
Unweighted base		1,448	473	975	0	0	0	1,448	689	759	187	470	461	198	132
Weighted base		1,454	624	830	0	0	0	1,454	712	742	204	480	465	183	122
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
QJ7B_2: Positivity statements... I feel very positive about my future		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Strongly agree	% within column	29%	25%	24%	10%	28%	16%	23%	19%	15%	17%	24%	17%
	Weighted counts	92	114	75	39	209	108	279	17	12	13	259	61
	Column Comparisons	D	D	D		B						b	
Agree	% within column	37%	30%	29%	26%	34%	28%	29%	43%	34%	35%	32%	26%
	Weighted counts	119	134	91	98	251	192	351	37	27	28	346	96
	Column Comparisons	d				b							
Slightly agree	% within column	12%	15%	16%	17%	14%	17%	14%	15%	25%	21%	14%	19%
	Weighted counts	40	70	51	63	103	119	175	13	19	17	153	70
	Column Comparisons												a
Neither agree nor disagree	% within column	14%	19%	17%	25%	14%	23%	20%	11%	15%	21%	17%	23%
	Weighted counts	44	85	52	92	107	159	236	10	12	17	188	84
	Column Comparisons				a		A						a
Slightly disagree	% within column	4%	7%	7%	12%	6%	10%	8%	6%	8%	5%	7%	10%
	Weighted counts	14	34	23	44	45	70	99	5	7	4	78	37
	Column Comparisons				a		a						
Disagree	% within column	2%	2%	4%	7%	3%	4%	4%	2%	3%	2%	4%	3%
	Weighted counts	7	9	12	25	22	29	46	2	3	1	41	10
	Column Comparisons				a b								
Strongly disagree	% within column	2%	1%	2%	3%	1%	3%	2%	3%	0%	0%	2%	1%
	Weighted counts	6	4	6	11	8	19	24	3	0	0	20	5
	Column Comparisons						a						
NET: Agree	% within column	78%	71%	70%	54%	76%	60%	67%	77%	73%	72%	70%	62%
	Weighted counts	251	318	217	200	563	419	805	67	57	58	758	227
	Column Comparisons	D	D	D		B						b	
NET: Disagree	% within column	8%	10%	13%	21%	10%	17%	14%	11%	12%	7%	13%	14%
	Weighted counts	26	47	41	80	75	119	169	10	9	6	139	52
	Column Comparisons				A B c		A						
Effective Column n													
Unweighted base	Weighted counts	237	312	232	302	525	551	677	140	133	133	748	332
	Column Comparisons												
Unweighted base		317	417	310	404	702	737	905	187	178	178	1,000	444
Weighted base		322	450	310	372	745	696	1,209	87	78	80	1,086	363
Columns		A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7B_3: Positivity statements... I don't like people to think badly of me		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	22%	21%	22%	**	**	**	22%	20%	24%	34%	24%	22%	12%	8%	18%
	Weighted counts	316	130	186				316	140	176	69	115	101	21	10	59
	Column Comparisons	-						-			b c D E	d e	d e			
Agree	% within column	30%	31%	29%	**	**	**	30%	28%	32%	30%	31%	28%	30%	34%	37%
	Weighted counts	437	195	242				437	201	236	62	147	131	55	42	118
	Column Comparisons	-						-								
Slightly agree	% within column	18%	16%	20%	**	**	**	18%	20%	17%	12%	19%	18%	23%	20%	15%
	Weighted counts	269	100	169				269	139	130	25	92	83	42	25	50
	Column Comparisons	-						-								
Neither agree nor disagree	% within column	23%	23%	23%	**	**	**	23%	26%	20%	21%	18%	25%	29%	31%	24%
	Weighted counts	338	146	192				338	186	152	42	88	117	53	37	76
	Column Comparisons	-						-	b							
Slightly disagree	% within column	3%	5%	2%	**	**	**	3%	3%	4%	1%	4%	4%	3%	5%	4%
	Weighted counts	50	30	20				50	24	26	3	18	17	6	6	13
	Column Comparisons	-	b					-								
Disagree	% within column	2%	3%	2%	**	**	**	2%	2%	2%	1%	3%	3%	1%	2%	2%
	Weighted counts	33	18	14				33	15	17	2	14	12	3	2	5
	Column Comparisons	-						-								
Strongly disagree	% within column	1%	1%	1%	**	**	**	1%	1%	1%	0%	1%	1%	2%	0%	0%
	Weighted counts	13	5	8				13	7	5	1	5	4	3	0	0
	Column Comparisons	-						-								
NET: Agree	% within column	70%	68%	72%	**	**	**	70%	67%	73%	77%	74%	68%	65%	63%	71%
	Weighted counts	1,021	425	597				1,021	480	542	156	355	315	119	77	227
	Column Comparisons	-						-		a						
NET: Disagree	% within column	7%	8%	5%	**	**	**	7%	7%	7%	3%	8%	7%	6%	6%	6%
	Weighted counts	95	53	42				95	47	49	6	37	33	11	8	18
	Column Comparisons	-	b					-								
Effective Column n	Weighted counts	1,083	354	730	0	0	0	1,083	516	568	140	352	345	148	99	237
	Column Comparisons															
Unweighted base	Weighted counts	1,448	473	975	0	0	0	1,448	689	759	187	470	461	198	132	317
Weighted base	Weighted counts	1,454	624	830	0	0	0	1,454	712	742	204	480	465	183	122	322
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.

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

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics										
		SEG			Working status		UK nation				Rurality	
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ7B_3: Positivity statements... I don't like people to think badly of me												
Strongly agree	% within column	22%	22%	23%	24%	20%	22%	25%	20%	20%	22%	20%
	Weighted counts	100	69	87	178	138	264	21	15	16	241	74
	Column Comparisons											
Agree	% within column	31%	27%	27%	31%	29%	30%	29%	31%	31%	31%	27%
	Weighted counts	137	82	99	232	205	362	25	24	25	338	99
	Column Comparisons											
Slightly agree	% within column	18%	17%	22%	17%	20%	18%	18%	20%	29%	17%	22%
	Weighted counts	82	53	83	129	138	215	16	16	23	187	81
	Column Comparisons											
Neither agree nor disagree	% within column	22%	27%	21%	22%	24%	24%	19%	20%	15%	22%	25%
	Weighted counts	97	85	79	161	167	293	17	16	12	244	91
	Column Comparisons											
Slightly disagree	% within column	3%	4%	3%	4%	3%	3%	5%	4%	3%	3%	4%
	Weighted counts	14	13	11	27	23	41	4	3	2	37	13
	Column Comparisons											
Disagree	% within column	4%	1%	2%	2%	3%	2%	3%	4%	2%	3%	1%
	Weighted counts	16	3	8	13	19	25	2	3	2	28	5
	Column Comparisons											
Strongly disagree	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%
	Weighted counts	4	4	4	6	6	10	2	1	1	12	1
	Column Comparisons											
NET: Agree	% within column	71%	66%	72%	72%	69%	69%	72%	71%	79%	71%	70%
	Weighted counts	320	205	269	538	480	840	62	55	64	766	254
	Column Comparisons											
NET: Disagree	% within column	7%	6%	6%	6%	7%	6%	9%	9%	5%	7%	5%
	Weighted counts	33	20	24	46	49	76	8	7	4	77	19
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	312	232	302	525	551	677	140	133	133	748	332
	Column Comparisons											
Unweighted base		417	310	404	702	737	905	187	178	178	1,000	444
Weighted base		450	310	372	745	696	1,209	87	78	80	1,086	363
Columns		B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

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Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		Total	CAPI	Online	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	8%	7%	8%	**	**	**	8%	9%	6%	10%	9%	7%	4%	9%	6%
	Weighted counts	110	45	65				110	64	46	19	42	30	7	11	19
	Column Comparisons	-						-								
Agree	% within column	19%	22%	18%	**	**	**	19%	19%	19%	20%	21%	18%	23%	11%	20%
	Weighted counts	282	135	147				282	137	144	40	103	84	41	14	64
	Column Comparisons	-						-								
Slightly agree	% within column	29%	23%	34%	**	**	**	29%	29%	29%	32%	27%	29%	28%	34%	28%
	Weighted counts	421	140	281				421	206	215	64	132	133	51	41	90
	Column Comparisons	-		A				-								
Neither agree nor disagree	% within column	25%	24%	26%	**	**	**	25%	25%	25%	20%	22%	28%	31%	31%	24%
	Weighted counts	368	151	218				368	181	187	42	104	129	56	38	76
	Column Comparisons	-						-								
Slightly disagree	% within column	10%	11%	8%	**	**	**	10%	9%	10%	12%	9%	9%	9%	12%	11%
	Weighted counts	140	70	70				140	67	73	24	44	41	17	15	37
	Column Comparisons	-						-								
Disagree	% within column	6%	8%	4%	**	**	**	6%	5%	6%	5%	6%	7%	4%	3%	7%
	Weighted counts	83	49	34				83	36	47	10	31	31	8	4	24
	Column Comparisons	-	b					-								
Strongly disagree	% within column	3%	5%	2%	**	**	**	3%	3%	4%	2%	5%	4%	2%	0%	3%
	Weighted counts	50	33	16				50	21	29	5	24	18	3	0	11
	Column Comparisons	-	b					-								
NET: Agree	% within column	56%	51%	59%	**	**	**	56%	57%	55%	61%	58%	53%	54%	54%	54%
	Weighted counts	813	321	492				813	407	406	124	276	247	99	66	174
	Column Comparisons	-		a				-								
NET: Disagree	% within column	19%	24%	15%	**	**	**	19%	17%	20%	19%	21%	19%	15%	15%	22%
	Weighted counts	273	152	121				273	124	149	39	100	89	27	18	72
	Column Comparisons	-	B					-								
Effective Column n	Weighted counts	1,083	354	730	0	0	0	1,083	516	568	140	352	345	148	99	237
	Column Comparisons															
Unweighted base		1,448	473	975	0	0	0	1,448	689	759	187	470	461	198	132	317
Weighted base		1,454	624	830	0	0	0	1,454	712	742	204	480	465	183	122	322
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.

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

Part 1 of 2

Ofcom Residential Postal Tracker (July 2016 - June 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		% within column	10%	7%	6%	9%	6%	7%	11%	10%	10%	7%	9%
Strongly agree		Weighted counts	46	21	23	66	44	85	10	7	8	79	31
		Column Comparisons											
		% within column	18%	22%	19%	20%	18%	19%	23%	24%	23%	19%	21%
Agree		Weighted counts	81	67	70	151	128	224	20	19	18	203	77
		Column Comparisons											
		% within column	29%	27%	32%	27%	31%	28%	32%	31%	30%	29%	30%
Slightly agree		Weighted counts	131	83	117	201	218	345	28	25	24	310	110
		Column Comparisons											
		% within column	25%	27%	27%	24%	26%	26%	17%	21%	23%	25%	27%
Neither agree nor disagree		Weighted counts	111	82	99	180	182	319	15	16	18	269	98
		Column Comparisons											
		% within column	10%	9%	7%	10%	10%	10%	10%	5%	6%	10%	8%
Slightly disagree		Weighted counts	47	29	27	74	66	123	8	4	5	113	28
		Column Comparisons											
		% within column	6%	4%	5%	6%	5%	6%	4%	7%	6%	6%	4%
Disagree		Weighted counts	27	13	19	47	35	70	3	5	5	70	13
		Column Comparisons											
		% within column	2%	5%	4%	4%	3%	4%	3%	2%	3%	4%	2%
Strongly disagree		Weighted counts	8	14	16	27	23	43	3	2	3	43	6
		Column Comparisons											
		% within column	57%	55%	56%	56%	56%	54%	67%	65%	62%	54%	60%
NET: Agree		Weighted counts	258	171	210	418	390	654	58	51	50	592	219
		Column Comparisons											
		% within column	18%	18%	17%	20%	18%	20%	17%	14%	15%	21%	13%
NET: Disagree		Weighted counts	82	56	63	147	124	236	14	11	12	226	47
		Column Comparisons										b	
		% within column											
Effective Column n		Weighted counts	312	232	302	525	551	677	140	133	133	748	332
		Column Comparisons											
Unweighted base			417	310	404	702	737	905	187	178	178	1,000	444
Weighted base			450	310	372	745	696	1,209	87	78	80	1,086	363
Columns			B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic Geographic & Evaluative Weight; Unweighted base size = 1448; Base: All respondents (added in April 2017); Cells with ** sample size that is smaller than 50.
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